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Support status report 3-2-2012

As of 2012-02-03 08:36:36.936444, there are 180 open tickets in EMI SUs, of which:
3 assigned,
56 in progress,
99 on hold,
2 reopened,
20 waiting for reply.

The tickets in assigned include:

0 top priority,
0 very urgent,
0 urgent,
3 less urgent.

Assigned ticket detail (per priority):

less urgent :

(VOMS-Admin) "Requirement for VOMS: automatic VO membership renewal" <https://ggus.eu/tech/ticket/75947>
SLA check: OK (Assigned on: 2012-01-31 10:42:11. To be taken in charge before 2012-02-21 10:42:11)

(VOMS) "Invalid proxy generated by VOMS in case keyUsage extension is not present." <https://ggus.eu/tech/ticket/76562>
SLA check: OK (Assigned on: 2012-02-02 16:48:57. To be taken in charge before 2012-02-23 16:48:57)

(VOMS-Admin) "voms-admin-configure ignores dbhost and dbport parameters for voms.conf (EMI)" <https://ggus.eu/tech/ticket/72561>
SLA check: OK (Assigned on: 2012-02-02 19:55:51. To be taken in charge before 2012-02-24 09:00:00)

Of the 3 less urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/ws/ticket_info.php?ticket=75947, very urgent, in progress, EMI Release Management, what is the real status of this ticket? Closed?
- https://ggus.eu/tech/ticket_show.php?ticket=76562, very urgent, in progress, LFC Development, what is the real status of this ticket? Closed?
- https://ggus.eu/tech/ticket_show.php?ticket=72561, very urgent, in progress, Information system Development, nothing has happened since mid of October - what is the status of this ticket?

-- MathildeRomberg - 03-Feb-2012

This topic: EMI > SupportStatusReport030212

Topic revision: r1 - 2012-02-03 - unknown



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