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Support status report 9-3-2012

As of 2012-03-09 00:00:58.525107, there are 214 open tickets in EMI SUs, of which:

- 2 assigned,
- 61 in progress,
- 127 on hold,
- 3 reopened,
- 21 waiting for reply.

The tickets in assigned include:

- 0 top priority,
- 0 very urgent,
- 1 urgent,
- 1 less urgent.

Assigned ticket detail (per priority):

less urgent :

(lcg_util Development) "GGUS tickets about lcg_util" https://ggus.eu/tech/ticket_show.php?ticket=76562
SLA check: OK (Assigned on: 2012-03-06 12:31:53. To be taken in charge before 2012-03-27 12:31:53)

Of the 1 less urgent tickets, 0 violate the SLA

urgent :

(gLite WMS) "WMS logging information is insufficient" https://ggus.eu/tech/ticket_show.php?ticket=76562
SLA check: OK (Assigned on: 2012-03-08 17:24:00. To be taken in charge before 2012-03-15 17:24:00)

Of the 1 urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=76562, very urgent, LFC Development, as workaround exists the priority should be decreased.

-- MathildeRomberg - 11-Mar-2012

This topic: EMI > SupportStatusReport090312

Topic revision: r1 - 2012-03-11 - unknown



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