

SupportStatusReport161211 < EMI < TWiki

As of 2011-12-16 13:03:37, there are 180 open tickets in EMI SUs, of which:
13 assigned,
55 in progress,
95 on hold,
2 reopened,
15 waiting for reply.

The tickets in assigned include:

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

Tickets to be discussed:

- https://ggus.eu/ws/ticket_info.php?ticket=75947, EMI release management, assigned, very urgent, violates the SLA
- https://ggus.eu/ws/ticket_info.php?ticket=75874, EMI release management, assigned, urgent, violates the SLA

- https://ggus.eu/tech/ticket_show.php?ticket=72561, very urgent, responsible unit: Information System Development, no activity since two months
- https://ggus.eu/tech/ticket_show.php?ticket=74277, very urgent, responsible unit: DPM Development, status of the ticket is not clear, the corresponding savannah ticket shows no activity; is the ticket's priority appropriate?

- https://ggus.eu/ws/ticket_info.php?ticket=67870, urgent, responsible unit: gLite Torque utils, in status "waiting for reply" from supporters since August 3, 2011
- https://ggus.eu/tech/ticket_show.php?ticket=73577, urgent, responsible unit: VOMS, in status "in progress" and nothing has happend since early September. What is the status of this ticket?

-- MathildeRomberg - 16-Dec-2011

This topic: EMI > SupportStatusReport161211

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