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Support status report 18-5-2012

As of 2012-05-18 00:01:02.167262, there are 235 open tickets in EMI SUs, of which:

- 3 assigned,
- 78 in progress,
- 139 on hold,
- 5 reopened,
- 10 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(LFC Development) "EMI LFC mysql configuration" https://ggus.eu/tech/ticket_show.php?ticket=82
SLA check: OK (Assigned on: 2012-05-17 08:47:07. To be taken in charge before 2012-06-07 09:00)

(Information System Development) "Is BDII_HTTP_URL and BDII_FCR still used in yaim" https://ggus.eu/tech/ticket_show.php?ticket=81
SLA check: OK (Assigned on: 2012-05-15 08:40:31. To be taken in charge before 2012-06-05 09:00)

Of the 2 less urgent tickets, 0 violate the SLA

urgent :

(DPM Development) "Nagios test are failing after Stage Rollout" https://ggus.eu/tech/ticket_show.php?ticket=80
SLA check: OK (Assigned on: 2012-05-15 16:05:12. To be taken in charge before 2012-05-22 16:00)

Of the 1 urgent tickets, 0 violate the SLA

PLEASE close all tickets which are solved with EMI-2 as soon as it is released!!

-- MathildeRomberg - 18-May-2012

This topic: EMI > SupportStatusReport180512

Topic revision: r1 - 2012-05-18 - unknown



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