

Table of Contents

Support status report 22-6-2012.....	1
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Support status report 22-6-2012

As of 2012-06-22 00:00:48.085673, there are 179 open tickets in EMI SUs, of which:
4 assigned,
66 in progress,
94 on hold,
2 reopened,
13 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

less urgent :

(Information System Development) "ARC GLUE2 local tree into bdii-top, the patches" <https://ggus.eu/ticket/8444>
SLA check: OK (Assigned on: 2012-06-20 10:30:02. To be taken in charge before 2012-07-11 10:30:02)

(gLite Security) "UMD Verification: fetch-crl segfault in emi.lb.sl6.x86_64-3.2.6" <https://ggus.eu/ticket/8445>
SLA check: OK (Assigned on: 2012-06-20 09:24:06. To be taken in charge before 2012-07-11 09:24:06)

(gLite SGE Utils) "EMI2 SL6 CREAM-CE (SGE)/BDII" https://ggus.eu/tech/ticket_show.php?ticket=8446
SLA check: OK (Assigned on: 2012-06-18 14:01:14. To be taken in charge before 2012-07-09 14:01:14)

(VOMS-Admin) "removing a voms does not work correctly" https://ggus.eu/tech/ticket_show.php?ticket=8447
SLA check: OK (Assigned on: 2012-06-19 14:46:01. To be taken in charge before 2012-07-10 14:46:01)

Of the 4 less urgent tickets, 0 violate the SLA

-- MathildeRomberg - 22-Jun-2012

This topic: EMI > SupportStatusReport220612

Topic revision: r1 - 2012-06-22 - unknown



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