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Support status report 25-11-2011

As of 2011-11-25 12:38:20.326565, there are 183 open tickets in EMI SUs, of which:

- 9 assigned,
- 60 in progress,
- 93 on hold,
- 3 reopened,
- 18 waiting for reply.

The tickets in assigned include:

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

Assigned ticket detail (per priority):

very urgent :

- (LFC Development) "LFC Bad Magic Number problem" https://ggus.eu/tech/ticket_show.php?ticket=76722
SLA VIOLATION: Delay: 3 work days (Assigned on: 2011-11-18 15:00:28. Had to be taken in charge before 2011-12-06)

Of the 1 very urgent tickets, 1 violate the SLA

less urgent :

- (LFC Development) "LFC metrics" https://ggus.eu/tech/ticket_show.php?ticket=76722
SLA check: OK (Assigned on: 2011-11-22 14:30:40. To be taken in charge before 2011-12-13)

- (gLite Yaim Core) "glexec error on cream" https://ggus.eu/tech/ticket_show.php?ticket=76672
SLA check: OK (Assigned on: 2011-11-24 14:25:19. To be taken in charge before 2011-12-15)

- (lcg_util Development) "SUs time zone needed" https://ggus.eu/tech/ticket_show.php?ticket=76452
SLA check: OK (Assigned on: 2011-11-15 15:22:09. To be taken in charge before 2011-12-06)

- (FTS Development) "SUs time zone needed" https://ggus.eu/tech/ticket_show.php?ticket=76452
SLA check: OK (Assigned on: 2011-11-15 15:22:02. To be taken in charge before 2011-12-06)

- (AMGA) "SUs time zone needed" https://ggus.eu/tech/ticket_show.php?ticket=76444
SLA check: OK (Assigned on: 2011-11-15 15:20:27. To be taken in charge before 2011-12-06)

- (Information System Development) "bdii tmpfs fills up and silently fails" https://ggus.eu/tech/ticket_show.php?ticket=76444
SLA check: OK (Assigned on: 2011-11-15 10:41:11. To be taken in charge before 2011-12-06)

- (gLite Hydra) "Hydra service administration" https://ggus.eu/tech/ticket_show.php?ticket=76444
SLA check: OK (Assigned on: 2011-11-14 15:55:16. To be taken in charge before 2011-12-05)

- (lcg_util Development) "Redundancy of SE using lcg-cr command " https://ggus.eu/tech/ticket_show.php?ticket=76444
SLA check: OK (Assigned on: 2011-11-23 15:15:09. To be taken in charge before 2011-12-14)

Of the 8 less urgent tickets, 0 violate the SLA

Tickets to be discussed:

- https://ggus.eu/tech/ticket_show.php?ticket=76562, SLA violation, see above
- https://ggus.eu/tech/ticket_show.php?ticket=66818, urgent, responsible unit: CREAM-BLAH, no activity since about six months, what is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=67040, very urgent, responsible unit: gLite Security, the fix is in staged roll-out for almost two month now - please update the status of the ticket
- https://ggus.eu/tech/ticket_show.php?ticket=70195, very urgent, responsible unit: gLite WMS, no activity since early June

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- https://ggus.eu/tech/ticket_show.php?ticket=71357, very urgent, responsible unit: DPM Development, no activity since almost two months, what is the status of this ticket?
- 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/tech/ticket_show.php?ticket=58110, urgent, responsible unit: gLite Security, April 21 2011 it reports "The fix is also part of the EMI 1 RCs", nothing has happend since then. What is the status of this ticket?
- https://ggus.eu/tech/ticket_show.php?ticket=73021, urgent, responsible unit: ARGUS, no activity since more than three months, what is the status of this ticket?

-- MathildeRomberg - 25-Nov-2011

This topic: EMI > SupportStatusReport251111

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