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# Support status report 29-07-11

The ticket status as of 29/07/2011 11:00 is the following:

There are

120 open tickets in EMI SUs, of which

15 assigned,

39 in progress,

51 on hold,

1 reopened,

14 waiting for reply.

The tickets in assigned include

0 in top priority,

1 in very urgent,

[https://ggus.eu/tech/ticket\\_show.php?ticket=72850](https://ggus.eu/tech/ticket_show.php?ticket=72850)

has been assigned to gLite Security on 26/07 and

hasn't been looked at by the SU

5 urgent,

9 less urgent.

Tickets to be discussed:

[https://ggus.eu/tech/ticket\\_show.php?ticket=72850](https://ggus.eu/tech/ticket_show.php?ticket=72850) (see above)

[https://ggus.eu/tech/ticket\\_show.php?ticket=65880](https://ggus.eu/tech/ticket_show.php?ticket=65880), priority very urgent, status "on hold" but no link to a bug tracker ticket nor any news since January 2011

[https://ggus.eu/tech/ticket\\_show.php?ticket=68238](https://ggus.eu/tech/ticket_show.php?ticket=68238) is of priority very urgent and hasn't been worked on for three months (since April 22, 2011)

[https://ggus.eu/tech/ticket\\_show.php?ticket=69623](https://ggus.eu/tech/ticket_show.php?ticket=69623) is still in "assign" and hasn't been touched since more than three months

-- AndreaCeccanti - 31-Aug-2011

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This topic: EMI > SupportStatusReport290711

Topic revision: r1 - 2011-08-31 - AndreaCeccantiExCern



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