

## Additional Support Guidelines

### 1. Interface between 2<sup>nd</sup> and 3<sup>rd</sup> level

- a. Ideally, a ticket should stay assigned to DMSU (= 2<sup>nd</sup> level support) until it is clear that the ticket related to something that should be fixed and released (being it software, documentation, configuration examples or whatever). DMSU should be able to give clues that there is a real problem, and to provide some more description, e.g. how to reproduce the problem.

Exceptions to this are:

- The ticket is top-priority. In this case, DMSU will assess it and if necessary involves the experts through “involve others”. Only if is related to something that should be fixed and released DMSU assigns the ticket to 3<sup>rd</sup> level.
  - DMSU runs out of their knowledge. The best expertise is always with the developers, and it can happen that DMSU is hopeless. DMSU will always note this to the ticket when assigning it to 3<sup>rd</sup> level.
  - DMSU solves the ticket but for whatever reasons they want the developers to comment on the solution. In this case the ticket will be set “on hold” and the developers are contacted through “involve others” and asked for feedback on the solution.
- b. In case where DMSU should have been able to solve the ticket (e.g. related to installation, configuration and deployment of services and all necessary documentation is available to them; not one of the exceptions above) but have assigned the ticket to 3<sup>rd</sup> level, the EMI supporter should add a comment to the ticket to point to the related section in the documentation and reassign the ticket to DMSU

### 2. What to do when the user does not react when a question was raised to him?

The ticket is in “Waiting for reply” from a user and no answer has been given for more than two weeks a warning message is added to the ticket and if no answer has been given for another two weeks the ticket is closed (“solved”) with comment “no reply from the user - user seems to be no longer interested in this topic”