

Additional Support Guidelines

1. Interface between 2nd and 3rd level

- a. Ideally, a ticket should stay assigned to DMSU (= 2nd 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 it is related to something that should be fixed and released DMSU assigns the ticket to 3rd 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 3rd 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 3rd 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”

3. Important is the ETA (Estimated Time of Arrival of a fix) field, which has to be set for top priority and very urgent tickets:

- top priority tickets: The ETA is not formally bounded, however, it should be within a few days; fix of a top-priority issue triggers an emergency release typically.
- very urgent tickets: The problem is expected to be fixed in 45 days (as a safe upper limit), typically in the next scheduled bugfix release.

The date has to be negotiated with DMSU if providing the fix will take longer than these standard values. “violations” to the ETA defined in a ticket will be monitored by DMSU.