

# ETICS Support

## ETICS Support Shift Task-List

1. Check the status of open tickets
  - a. ETICS Infrastructure: <http://bit.ly/bhEwfPhttp://bit.ly/c7vh5n>
  - b. ETICS Experts: <http://bit.ly/c7vh5n>
2. Ask the person who was in shift last week about the open issues or any untracked issues.
3. Add all the untracked issues in GGUS adding the user in CC.
4. Reserve half day to review some documentation as specified in the Documentation plan.
5. Check the status of the infrastructure, if the nightly builds are still needed, if the platforms are available in the right proportion.

## Very Short GGUS User Guide

- **ETICS Infrastructure** is for tickets to be handled by the shift person which still have to be assigned to the expert.
- **ETICS Experts** is for tickets already handled by the shift person and assigned to the technical responsible.
- When first handling a ticket, change the status from "Assigned" to "In Progress".
- When replying to a ticket and waiting for the user answer, change the status to "Waiting for reply".
- If a ticket is related to a bug, keep the ticket open, create a JIRA bug and refer the two links to the other in "Related issue"
- After 1 month without user reply, a ticket can be closed with status "Unsolved" if it is not clear that the issue has been solved.