

A second round of GGUS ALARM test has been run by LHCB (with a different submitter, Joel, this time)

Site	Submitted	Assigned	Solved	Ticket
CERN	08:32	08:33 (mail sent)	09:00	52188
RAL	08:34	08:39 (mail sent)	09:41	52189
CNAF	08:34	08:35 (mail sent)	08:45	52190
GridKA	08:35	08:35 (mail sent)	08:48	52191
pic	08:36	08:40(mail sent)	08:56	52192
IN2p3	08:36	08:36(mail sent)	09:23	52193
NL-T1(NIKHEF)	08:37	08:37(mail sent)	09:10	52194

CERN: mail has been sent to lhcb-operator-alarm@cern.ch but it looks like not phone call at the operator console (see CT0000000632728). After a further investigation it resulted that the ticket did not escalated to the Operator because the mail sent to the submitter (as part of a triage process before escalation to Data Operation Piquet) hasn't be answered.

CNAF: the GGUS interface still reports in the drop-down menu the wrong name for INFN-T1 but the test this time went smoothly. Mail sent to: t1-alarms@cnaif.infn.it and copy of the ticket received also at the IT ROC

RAL: e-mail sent properly to lcb-alarm@gridpp.rl.ac.uk. Please note that (UK time) the ticket was sent outside working hours there!

GridKA: SMS and mail sent to de-kit-alarm@scc.kit.edu

pic: SMS and mail sent to tier1-alarms@pic.es

In2p3: mail sent properly to lhc-alarm@cc.in2p3.fr

NL-T1: mail sent properly to nlt1-alarms@biggrid.nl