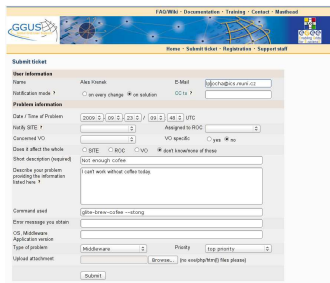


Current status and plans of support for gLite

Aleš Křenek, on behalf of EGEE JRA1

GGUS, <https://www.ggus.org>

- entry point for users to report issues
- 1st line support
 - Ticket Process Managers
 - SA1 effort
- 2nd line support
 - support unit per MW service
 - JRA1 effort
- identified middleware issues
 - open bug in Savannah
 - link from GGUS
 - close GGUS ticket as “unsolved”

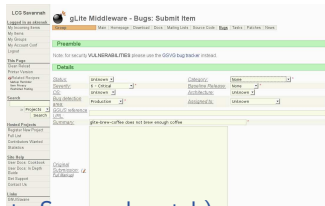


The screenshot shows the 'Submit ticket' form on the GGUS website. The form is titled 'Submit ticket' and is divided into several sections:

- User information:** Name (Alex Krasak), E-Mail (alexk@physics.miami.cc), Notification made? (radio buttons for 'no/very change' and 'on solution').
- Problem information:** Date / Time of Problem (2009-09-23 09:23:48 UTC), Notify SITE? (dropdown), Assigned to ROC (dropdown), Concerned VO (dropdown), VO specific? (radio buttons for 'yes' and 'no').
- Does it affect the whole:** SITE (radio), ROC (radio), VO (radio), *don't know/none of these.
- Short description (required):** Text area containing 'I can't work without coffee today'.
- Describe your problem, providing the information listed here? *** Text area.
- Current and error message you obtain:** Text area containing 'glib-2.16-03-f0e --storing'.
- OG Middleware:** Application version (dropdown), Type of problem (dropdown), Priority (dropdown set to 'top priority').
- Upload attachment:** File upload field with a 'Browse...' button and a note '(no empty/empty files please)'. A 'Submit' button is at the bottom.

Savannah, <http://savannah.cern.ch>

- tracker for middleware issues
 - per-service support teams
 - bugs assigned to individuals
- link to GGUS ticket
- follow bug states
 - submission and acceptance
 - fix preparation and release (link to Savannah patch)
 - upto verification by original submitter



Unclear rules for GGUS ↔ Savannah interaction

- some Savannah bugs not reflected in GGUS
- closing GGUS ticket early causes confusion
- pointed out by project reviewers

Unclear rules for GGUS ↔ Savannah interaction

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Lack of effort for 2nd line support

- cuts in JRA1 workplan/budget, not compensated elsewhere
- done by developers as best effort

“Problem management and change management in gLite”

- <http://edms.cern.ch/1019911>, still draft under discussion

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Always GGUS

- all incidents (visible to users) through GGUS
- tickets kept open until solved completely
 - improved metrics, but incomparable to older numbers

Changes in Savannah

- new Type field
 - Defect vs. Enhancement distinction
- Severity field
 - how the defect affects the component
 - assigned by submitter
 - Critical, Major, Normal, Minor
- Priority field
 - how the defect will be handled
 - suggested by submitter, final assignment by EMT
 - High, Medium, Low
 - e.g. Critical severity bug can be still Low priority as it affects only very few users

Scheduled

- appear in workplan in advance
- thorough testing planned (and done ;-)
- new features may be added
- cumulative fixes for Medium and Low priority bugs

Unscheduled

- response to High priority bugs
- no functionality additions
- isolated fixes to the bugs only
 - one or more bugs addressed
 - waiting for one must not delay release of fix for another
- limited testing in favour of fast release