Current status and plans of support for gLite

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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”
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
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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