

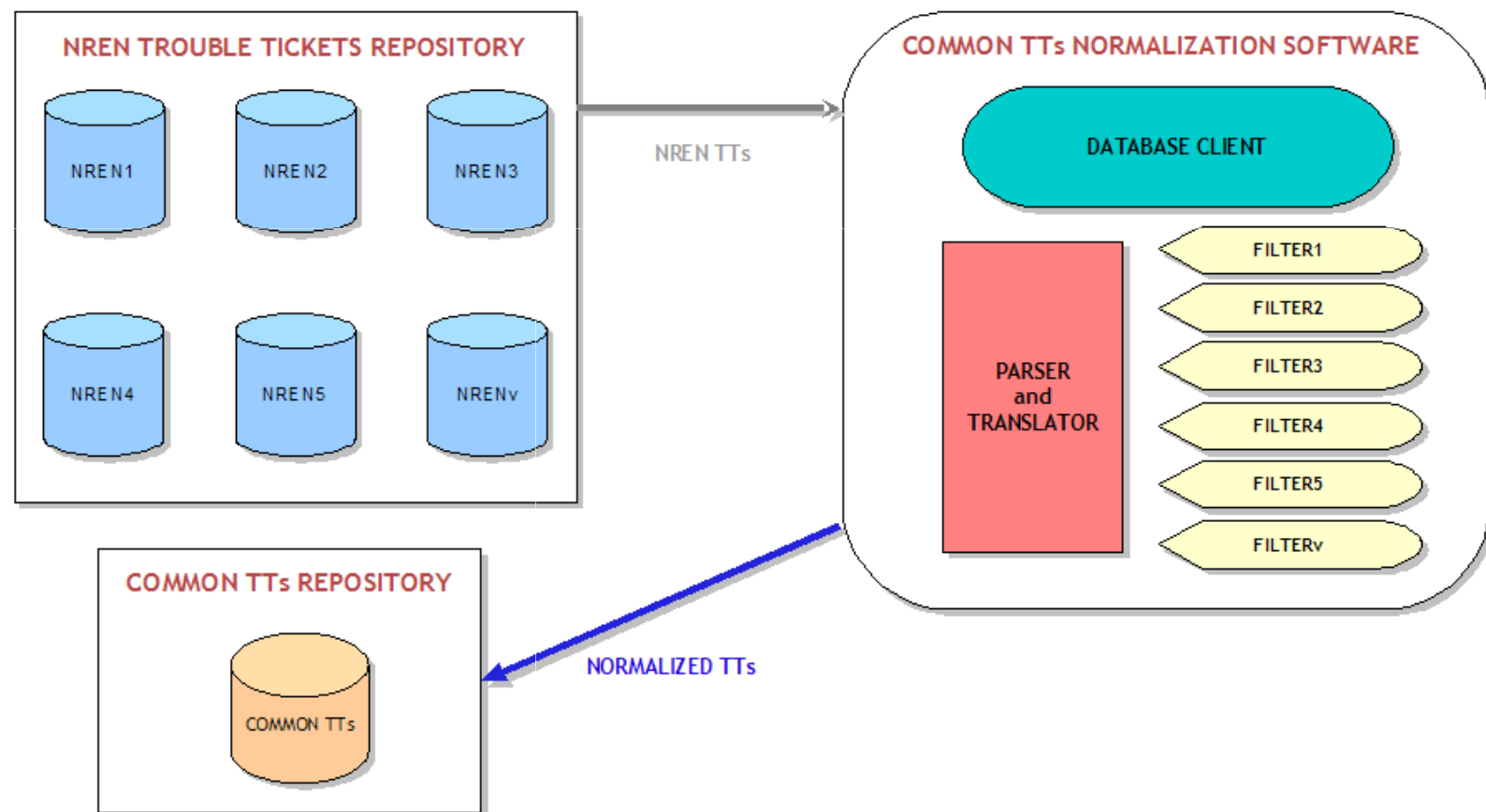
## **Trouble Tickets Normalization and Improvement**

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## Progress:

- Linux version using XML templates
- Support for any NREN that can provide a structured template
- New features were developed (e.g. message chains for Trouble Tickets with the same issue)
- ENOC testing

Final software architecture:



## Dissemination:

- **Second Version of the Common TT Data Model Internet Draft**
- **“Grid Management: Architecture Analysis of A Trouble Ticket Normalization and Delivery Service”, Poster in TERENA NETWORKING 2009, Spyros Kopsidas, Dimitris Zisiadis, Chrysostomos Tziouvaras and Leandros Tassiulas**

## Future Work:

- XML templates development so that every NREN will be able join the common TT service
- Migration of the service to the ENOC