

Building and integrating a trouble ticket system

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Stefan Liström

Project manager

NORDUnet

- Overview
 - Why Jira?
 - Useful features
 - Integration possibilities

- Developed as an extension to Jira
 - Easily extendable
 - Structured data
 - Easy to filter
 - Already used and had knowledge about the product
 - Already used other Atlassian software (i.e. integration and synergy benefits)

- Easy to create/update tickets
- Good overview of active tickets
- Structured data helps filtering
- Separate external/internal information
- Escalation information (internal and external) in ticket

Summary

Issue type

Select Continue to workflow Open
 Create default issue

Create issue

Quick Create Issue: SUNET Trouble Ticket Project



Summary

Issue type

Select Continue to workflow Open
 Create default issue

Create issue

Filter Results: NORDUnet tickets due today

No matching issues found.

Filter Results: SUNET tickets due today

- External versus internal information
- External
 - Troubleshooting information and customer affected information
- Internal
 - People responsible, phone numbers
- Important to keep both easily updateable and together. Otherwise easy to lose focus on one of them

- Structured data helps when
 - Connecting to backend databases
 - Implementing knowledge management
 - Distributing tickets
 - Creating reports
- But important with a balance
 - All information does not fit in fixed fields
 - Do not include unnecessary fields

- Ticket scope specifies where the problem is (dynamic pickers)
 - Affected organisations
 - Service
 - Connection
 - Equipment
 - Version
 - Site
 - Lots of timestamps (preferably automatically assigned)

Main **Knowledge management** Customer Supplier

* Summary: Link down

Reporter: christopher 

Start typing to get a list of possible matches.

Assignee:

NOC NORDUnet

[Assign to me](#)

Next action due date:

29.06.2011 

Problem start:



Problem end:



Outages:

Start: 17.06.2011 22:01 UTC


End: 18.06.2011 01:25 UTC

[Edit start](#) | [Edit end](#) | [Delete outage](#)

[Add Date](#)

Scope: None

Service:

NU-S000041, NU-S000094 

Connection:



Equipment:




Version:



Site:



Affected organisations: UNINETT, NORDUnet 

Adding values to this field will send out an external ticket.

X-TICKET NORDUNETTICKET

X-AFFECTED UNINETT, NORDUnet

X-Service-ID NU-S000041, NU-S000094,

Open trouble tickets

NUNOC publishes generic lists of all open trouble tickets below.

We recommend that you subscribe to the ticket lists to get automatic e-mail notification about faults and planned maintenance activities.

When subscribing to a list you will get all tickets sent out by NUNOC, we therefore advise to filter the ones affecting your organisation.

For instructions on how to filter please visit: [E-mail filtering](#)

NORDUnet open trouble tickets

Key	Type	Status	Problem start	Summary	Affected organisations	Next action due date
NORDUNETTICKET-1187	Scheduled	Open	20110630 4:00 UTC	Planned maintenance	NORDUnet	20110630
NORDUNETTICKET-1186	Scheduled	Open	20110705 13:00 UTC	Planned maintenance	RUNNET	20110705
NORDUNETTICKET-1185	Scheduled	Open	20110630 23:01 UTC	Emergency planned maintenance	SUNET	20110630
NORDUNETTICKET-1179	Scheduled	Open	20110629 4:00 UTC	Planned maintenance	FUNET	20110629
NORDUNETTICKET-1176	Scheduled	Open	20110630 8:00 UTC	Planned maintenance	FUNET	20110630
NORDUNETTICKET-1173	Unscheduled	Open	20110621 14:44 UTC	Link outage	NDGF	20110629
NORDUNETTICKET-1165	Unscheduled	Resolved	20110617 22:01 UTC	Link down	UNINETT, NORDUnet	20110629

To subscribe/unsubscribe to NORDUnet tickets please visit:

<http://listsrv.nordu.net/cgi-bin/wa?A0=ndn-fail>

For a list of NORDUnet customers and abbreviations used for them visit:

<http://stats.nordu.net/connections.html>

http://www.nunoc.org/nunocweb/open_trouble_tickets.html

Further distribution:

- RSS
- Twitter
- Activity streams?

Outages:

Start: 17.06.2011 22:01 UTC

[Edit start](#) | [Edit end](#) | [Delete outage](#)

End: 18.06.2011 01:25 UTC

Add Date

Escalation time:

17.06.2011 22:34 UTC



Time the issue is escalated to external supplier

Escalated to:

Telenor



External reference:

992455

- Outage information and escalation information combined is used to create reports tracking availability

- <https://portal.nordu.net/display/tts/Home>

Questions?
stefan@nordu.net
www.nordu.net

