

## Building and integrating a trouble ticket system

3<sup>rd</sup> TF-NOC meeting, June 29<sup>th</sup> Zurich

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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
<a href="#">NORDUNETTICKET-1187</a>	<a href="#">Scheduled</a>	<a href="#">Open</a>	<a href="#">20110630 4:00 UTC</a>	<a href="#">Planned maintenance</a>	<a href="#">NORDUnet</a>	<a href="#">20110630</a>
<a href="#">NORDUNETTICKET-1186</a>	<a href="#">Scheduled</a>	<a href="#">Open</a>	<a href="#">20110705 13:00 UTC</a>	<a href="#">Planned maintenance</a>	<a href="#">RUNNET</a>	<a href="#">20110705</a>
<a href="#">NORDUNETTICKET-1185</a>	<a href="#">Scheduled</a>	<a href="#">Open</a>	<a href="#">20110630 23:01 UTC</a>	<a href="#">Emergency planned maintenance</a>	<a href="#">SUNET</a>	<a href="#">20110630</a>
<a href="#">NORDUNETTICKET-1179</a>	<a href="#">Scheduled</a>	<a href="#">Open</a>	<a href="#">20110629 4:00 UTC</a>	<a href="#">Planned maintenance</a>	<a href="#">FUNET</a>	<a href="#">20110629</a>
<a href="#">NORDUNETTICKET-1176</a>	<a href="#">Scheduled</a>	<a href="#">Open</a>	<a href="#">20110630 8:00 UTC</a>	<a href="#">Planned maintenance</a>	<a href="#">FUNET</a>	<a href="#">20110630</a>
<a href="#">NORDUNETTICKET-1173</a>	<a href="#">Unscheduled</a>	<a href="#">Open</a>	<a href="#">20110621 14:44 UTC</a>	<a href="#">Link outage</a>	<a href="#">NDGF</a>	<a href="#">20110629</a>
<a href="#">NORDUNETTICKET-1165</a>	<a href="#">Unscheduled</a>	<a href="#">Resolved</a>	<a href="#">20110617 22:01 UTC</a>	<a href="#">Link down</a>	<a href="#">UNINETT, NORDUnet</a>	<a href="#">20110629</a>

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](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?**  
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**www.nordu.net**

