

WIGOS Data Quality Monitoring System (WDQMS)

Incident Management System for RWCs using JIRA ECMWF

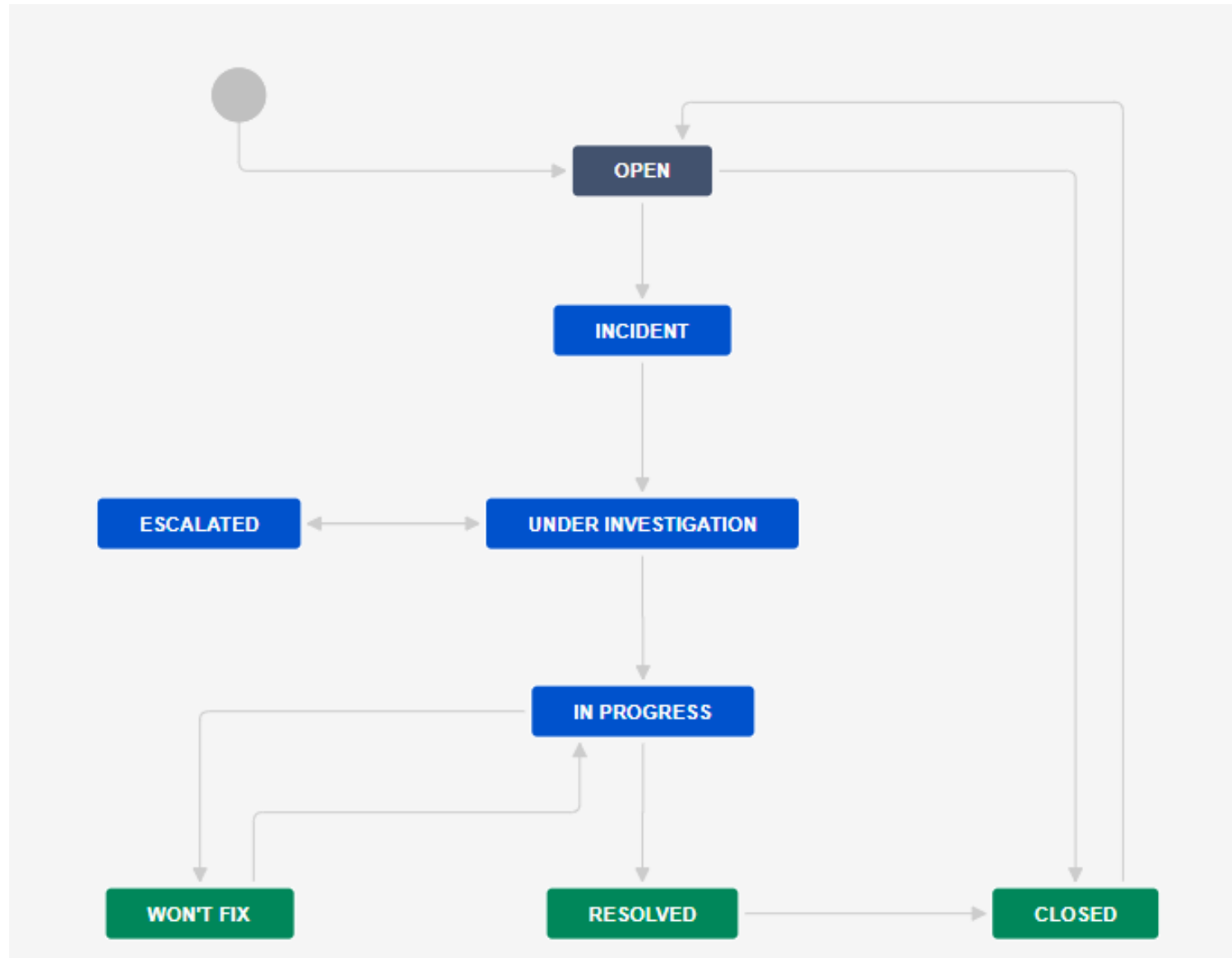


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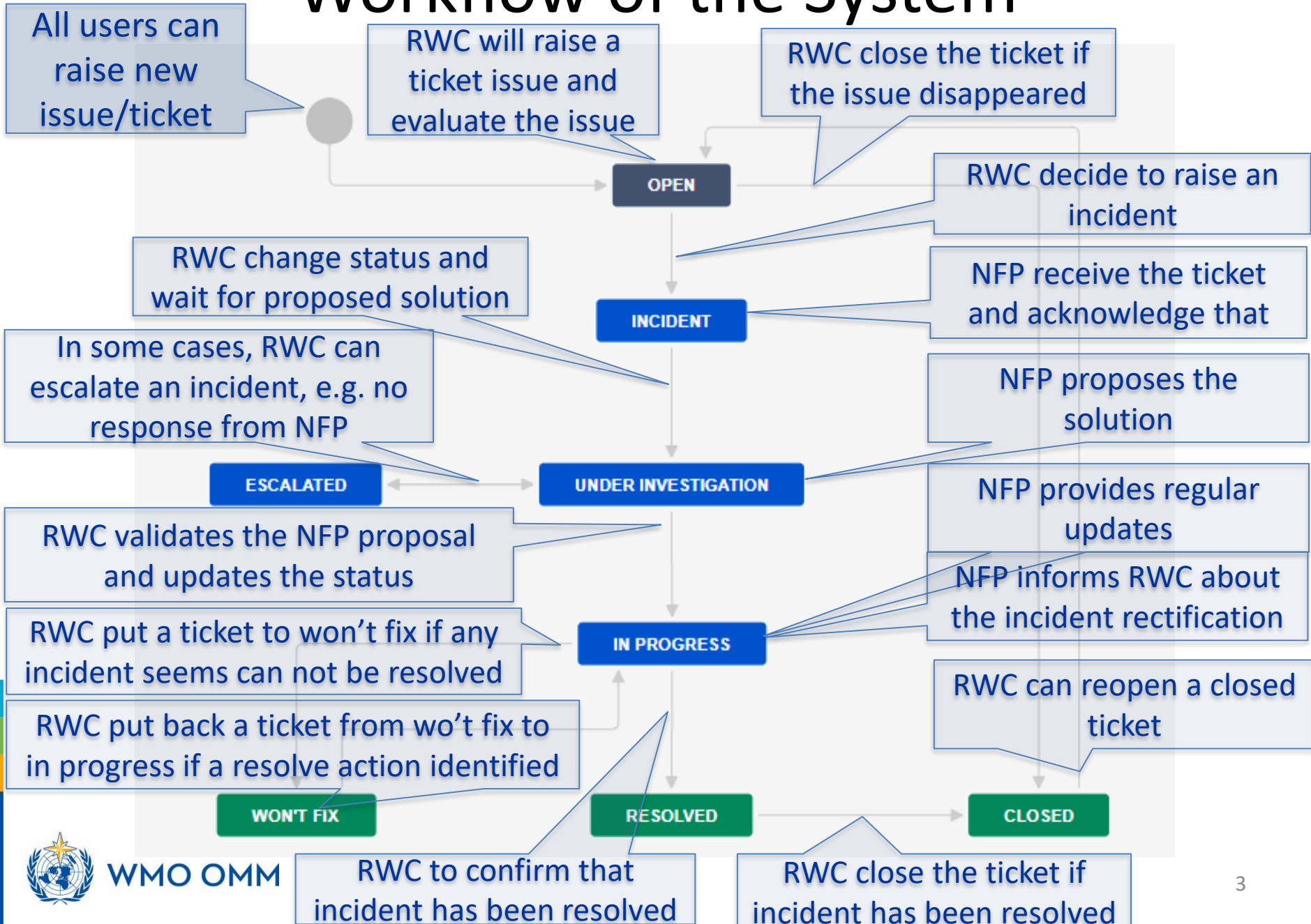
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Workflow of the System



Workflow of the System



Users role

RWCs

Issue new ticket

Update the ticket status into incident, under investigation, in progress, resolved, won't fix, or escalated

Close ticket

Reopen a closed ticket

NFPs (Members)

Issue new ticket

Propose resolve actions through comments

Add comments to the ticket, as necessary

Monitoring Centres

Issue new ticket

Add comments to the ticket, as necessary



Issue Identification

Create Issue Configure Fields Boards Create

Project* Incident Management System f

Issue Type* Issue

Summary*

Component/s Start typing to

Description Style

Priority Medium

Attachment Drop files to attach, or browse.

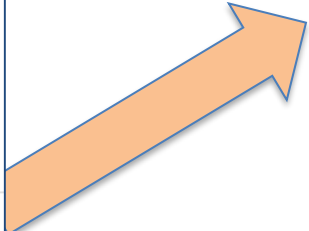
Linked Issues blocks +

Issue

WIGOS ID*

WIGOS Issue Category None

Create another Create Cancel



Fields for new issue

OPEN

Several information must be filled in to create a new issue including:

- Project*: 'Incident Management System for RWC'
- Issue type*: 'issue' (by default)
- Summary*: a brief explanation of issues raised using this format:

ddmmyyyy-country-station/location-issue

example: 04032020-Chile-Tamuco-suspicious pressure values

If more than one station of a country show the same non-compliance, **station/location** could be typed e.g. **three stations** or **stations**

**mandatory fields*



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Fields for new issue – cont.

OPEN

- Reporter (only appear in RWCs' account): by default according to the account logged in (can be any user)
- Assignee (only appear in RWCs' account): at the beginning, it will automatically be assigned to RWC, RWC should assign this ticket to Member (NFP) if RWC has decided to raise the ticket as incident
- Component: RWC being responsible for this station
- Description: Details concerning the issue
- Priority: priority level according to the Technical Guidelines for RWC on the WDAQMS (Annex 2)

Fields for new issue (cont)

OPEN

- Linked issues: if the issue is related with any previous issues
- WIGOS ID*: WIGOS Station Identifier (WSI) registered in OSCAR/surface. If more than one station is reported in this ticket, use one of their WSI (details about the other WSIs will go into the Description field)
- WIGOS issue category:
 - Type of observation: surface or upper air,
 - Category performance: availability, quality or timeliness

Incident Process Initiation

One of the two options must be performed by RWCs when receiving new ticket according to their evaluation:

1. Convert the ticket into 'incident'. If it is decided to raise an issue into an incident, RWC must **assign** this incident to specific Member (NFP)



INCIDENT

2. Decide 'no incident' for the ticket, the issue has been resolved or has disappeared without further action taken by the RWC →

CLOSED



RWC's response to the new ticket



Incident Management System for RWC (WMO test area) / RWC-7

04032020-Chile-StationX-Data availability (test)

Edit Comment Assign More ▾ Convert to Incident No incident

Details

Type: Issue Status: **OPEN**
Priority: Medium
Component/s: RWC Argentina and Brazil
WIGOS ID: 342394-34234
WIGOS Issue Category: Surface availability

If decided to be raised as incident

RWC can correct/edit critical details of the ticket if needed, and add more detailed description

Requesting additional information from reporter as needed

If decided to raise an incident, ticket must be assigned to relevant NFP/Member

If decided as no incident because issue disappeared



Receipt confirmation and action proposal from Members

- To make the RWC aware that the country has taken over the task of following up the incident, **NFP/ Member must acknowledge the incident. RWC will confirm the ticket when receive acknowledgement from NFP** → **UNDER INVESTIGATION**
- Potential comments should be added to the ticket
- NFP should continuously update the ticket status. On the other hand, RWC regularly request update to NFP → **IN PROGRESS**
- If there is no confirmation from NFP, RWC should contact NFP using other media (e.g. email).
- RWC escalate the incident to a WMO Secretariat, that will bring it a higher level (e.g. PR) if necessary → **ESCALATED**

Confirm the ticket when receive acknowledgement from NFP

Incident Management System for RWC / RWC-13
03062020-configuration test

Edit Comment Assign More **Confirm**

Details

Type: Issue Status: **INCIDENT**

Priority: Medium

Component/s: RWC
Argentina
and Brazil

WIGOS ID: 999999999

WIGOS Issue Category: Surface availability

Review and validate action proposal added by Members



Incident Management System for RWC / RWC-13
03062020-configuration test

Edit

Comment

Assign

More

Action Proposed

Escalate

RWC receives action proposal added by Member

Details

Type:

Issue

Status:

UNDER INVESTIGATL...

Priority:

Medium

Component/s:

RWC Argentina and Brazil

WIGOS ID:

999999999

WIGOS Issue Category:


Surface availability

Description

This is only for tests, please ignore



Incident Rectification

- If the incident has been rectified by the country , **NFP to inform RWC**
- The RWC will check whether the incident ticket can be closed or has to be kept open due to ongoing non-compliance and underperformance compared to the WDAQMS performance targets → 
- In the case of ongoing non-compliance, the RWC will ask the NFP to take further actions

Won't fix incident

WON'T FIX

- it might be found that an incident cannot be rectified because no (immediate) action can be taken
- In this case, the RWC should put the incident into the log of “Won't fix”
- RWC and/or NFP regularly monitor the incident put in “Won't fix” and whenever it is found that an action can be taken to rectify the incident, RWC bring the ticket back to “in progress”.



Incident rectification or won't fix incident

If the incident has
been rectified

If an incident cannot be rectified
because no (immediate) action
can be taken

 Edit  Comment Assign More  Resolve Won't fix

▼ Details

Type:  Issue

Status:

IN PROGRESS

Priority:  Medium

Component/s: RWC Argentina and Brazil



WIGOS ID: 3333333


WIGOS Issue Category: Surface quality

Won't fix incident

 Edit  Comment  Assign  More  Back to In Progress

▼ Details

Type:  Issue Status:  **WON'T FIX**

Priority:  High

Component/s: [RWC Argentina and Brazil](#)

WIGOS ID: 342394-34234

WIGOS Issue Category: Surface availability

If it is found that an action can be taken to rectify a “won't fix” incident

Closure of incident ticket

CLOSED

Get notified about this ticket

Edit Comment Assign More Reopen

Details

Type: Issue

Status: **CLOSED** ←

Priority: Medium

Component/s: RWC Argentina and Brazil

WIGOS ID: 3333333

WIGOS Issue Category: Surface quality

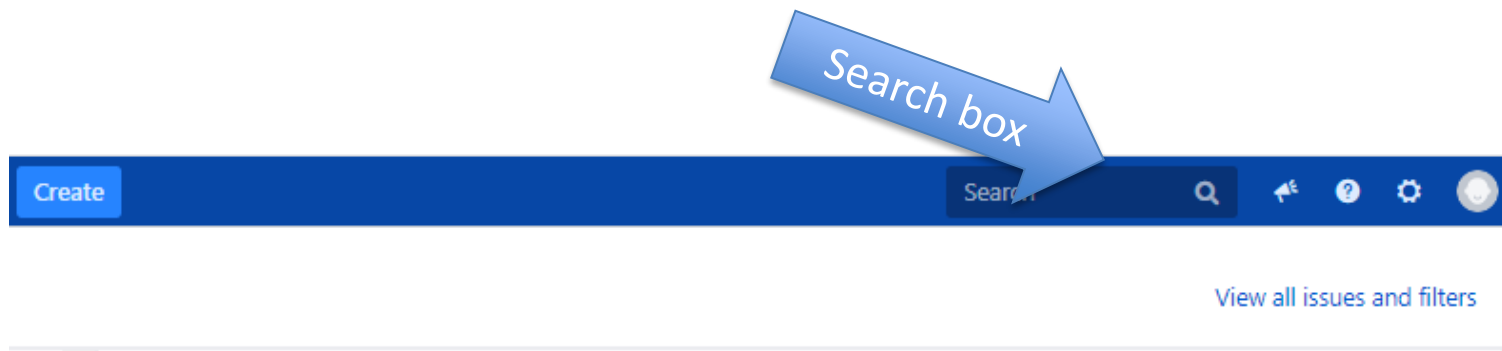
Search function (optional)

Users can search specific issue using three different ways:

1. Quick search, is the most useful if the search criteria is not complex.
2. Basic search, is more precise than the quick search, but easier to use than the advanced search
3. Advanced search, The advanced search is the most powerful of the three search methods. You can specify criteria that cannot be defined in the other searches (e.g. ORDER BY clause). However, you need to know how to construct structured queries using the Jira Query Language (JQL) to use this feature.

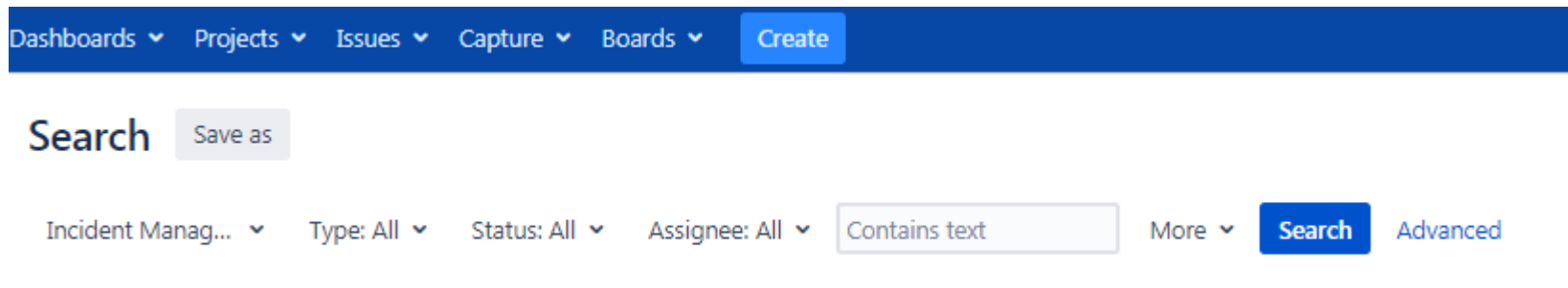
Quick search

- The **Search** box is located at the top right of your screen, in the Jira header bar.
- To use quick search, just start typing what you're looking for.
- Quick search also enables you to perform 'smart' searches with minimal typing. For example, to find all the open bugs in the 'TEST' project, you could simply type 'test open bugs' and quick search would locate them all for you.
- To ensure that search is in the RWC project, add word “RWC” as the first word in the search box, e.g. “RWC availability”. Or



Basic Search

- Choose **Issues > Search for issues**.
- If the advanced search is shown instead of the basic search, click **Basic** (next to the **Search** button).
- Enter the criteria for the search
- Make sure that the “incident management system for RWC” project is selected from the drop down list in **Project**.



The screenshot shows the top navigation bar with 'Dashboards', 'Projects', 'Issues', 'Capture', and 'Boards' as dropdown menus, and a 'Create' button. Below this is a 'Search' section with a 'Save as' button. The search criteria are: 'Incident Manag...' (dropdown), 'Type: All', 'Status: All', 'Assignee: All', and a text input field containing 'Contains text'. There is a 'More' dropdown, a blue 'Search' button, and a link to 'Advanced' search.

Thank you

<https://community.wmo.int/activity-areas/wigos>



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