

Pre-activity for Webinar for RWC Kenya and RWC Tanzania Operations

The webinar for RWC Kenya and RWC Tanzania Operations which will be held on August 13, 2020 is a follow-up session to the previous webinar, WDGMS Webinar for Regional WIGOS Centers in RA I - EAC which was held on July 2, 2020.

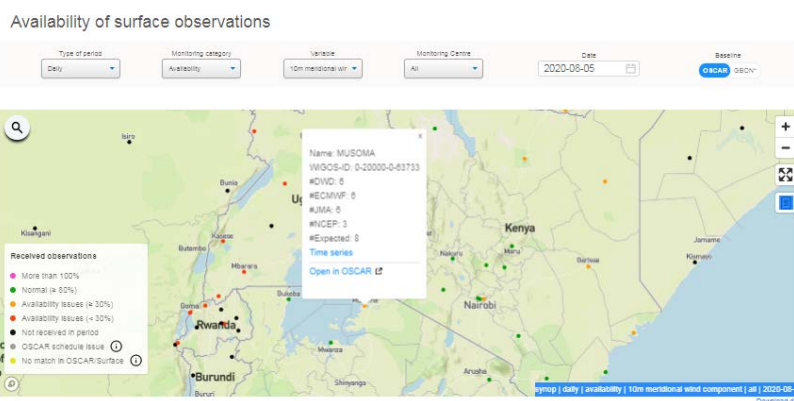
The webinar is preceded by an activity (simulation) where each RWC host, i.e. KMD and TMA, is requested to open a new ticket in Incident Management System (JIRA ECMWF) .

This pre-activity needs to be completed prior to the webinar.

In the following the guidance on how to open a new ticket/to raise a new issue in the Incident Management System for Regional WIGOS Centres (RWCs) is provided:

1. Login to IMS, <https://jira.ecmwf.int/projects/RWC/>
2. Click "Create" in the header
3. Fill out the form with details of the issue to be raised

Example 1, FP of RWC Tanzania will report an availability issue of surface observations in Musoma station, WIGOS ID: 0-20000-0-63733. WDGMS webtool (<https://wdgms.wmo.int/>) shows that the issue has occurred for a long period. Below is a screenshot from the webtool.

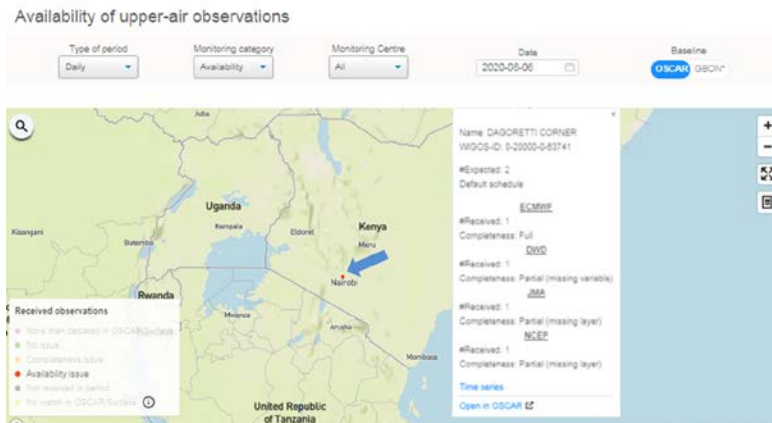


The form could be filled as follows:

Station : Musoma
 Project : Incident Management System
 Country : United Republic of Tanzania
 WIGOS ID : 0-20000-0-63733

Summary : 06082020-Tanzania-Musoma-Availability of surface observations
 Component: RWC Kenya and Tanzania
 Description : Availability issue of surface observations over a long period
 Priority : Low

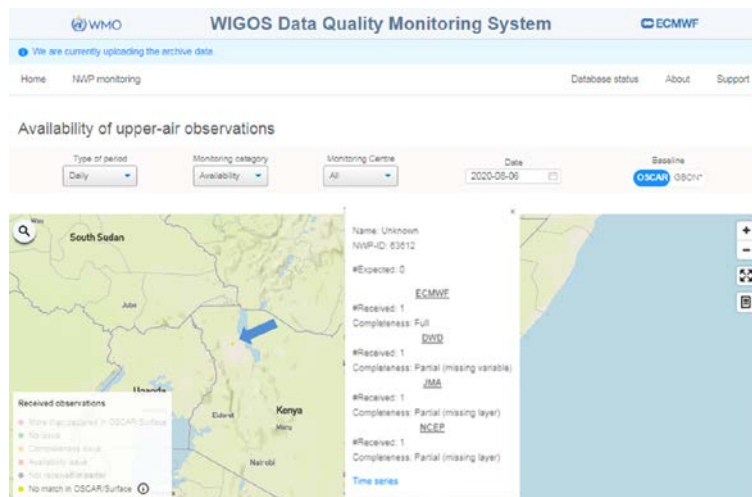
Exampe 2, FP of RWC Kenya will report an availability issue of upper-air observations in Dagoretti Corner station, WIGOS ID: 0-20000-0-63741. WDGMS webtool (<https://wdgms.wmo.int/>) shows that the issue has occurred for a long period. Below is a screenshot from the webtool.



The form could be filled as follows:

Station : Dagoretti Corner
 Project : Incident Management System
 Country : Kenya
 WIGOS ID : 0-20000-0-63741
 Summary : 07082020-Kenya-DagorettiCorner-Availability of upper air observations
 Component: RWC Kenya and Tanzania
 Description : Availability issue of upper air observations over a long period
 Priority : Low

Example 3, FP of RWC Tanzania will open a ticket regarding a station in Kenya, shown in the WDGMS webtool but there is no corresponding station ID in OSCAR/Surface. It is indicated as yellow dot as shown below.



The form could be filled as follows:

Station : Unknown
Project : Incident Management System
Country : Kenya
WIGOS ID : 63612
Summary : 07082020-Kenya-unknown-no match in OSCAR/Surface
Component: RWC Kenya and Tanzania
Description : A station shown in the webtool but indicated as unknown station
Priority : Medium

4. RWC is responsible for reviewing and evaluating the tickets assigned to them and for deciding whether to update the ticket to an incident, especially if the ticket is opened by a user other than RWC itself. If it is agreed to update into an incident, it must be assigned to relevant FPs.
5. Please review the training material on the Incident Management System for more details. It is available here, <https://etrp.wmo.int/mod/folder/view.php?id=13599>