

Incident Management System for RWCs using JIRA ECMWF

Zulkarnain

WIGOS Branch, WMO Secretariat



WMO OMM

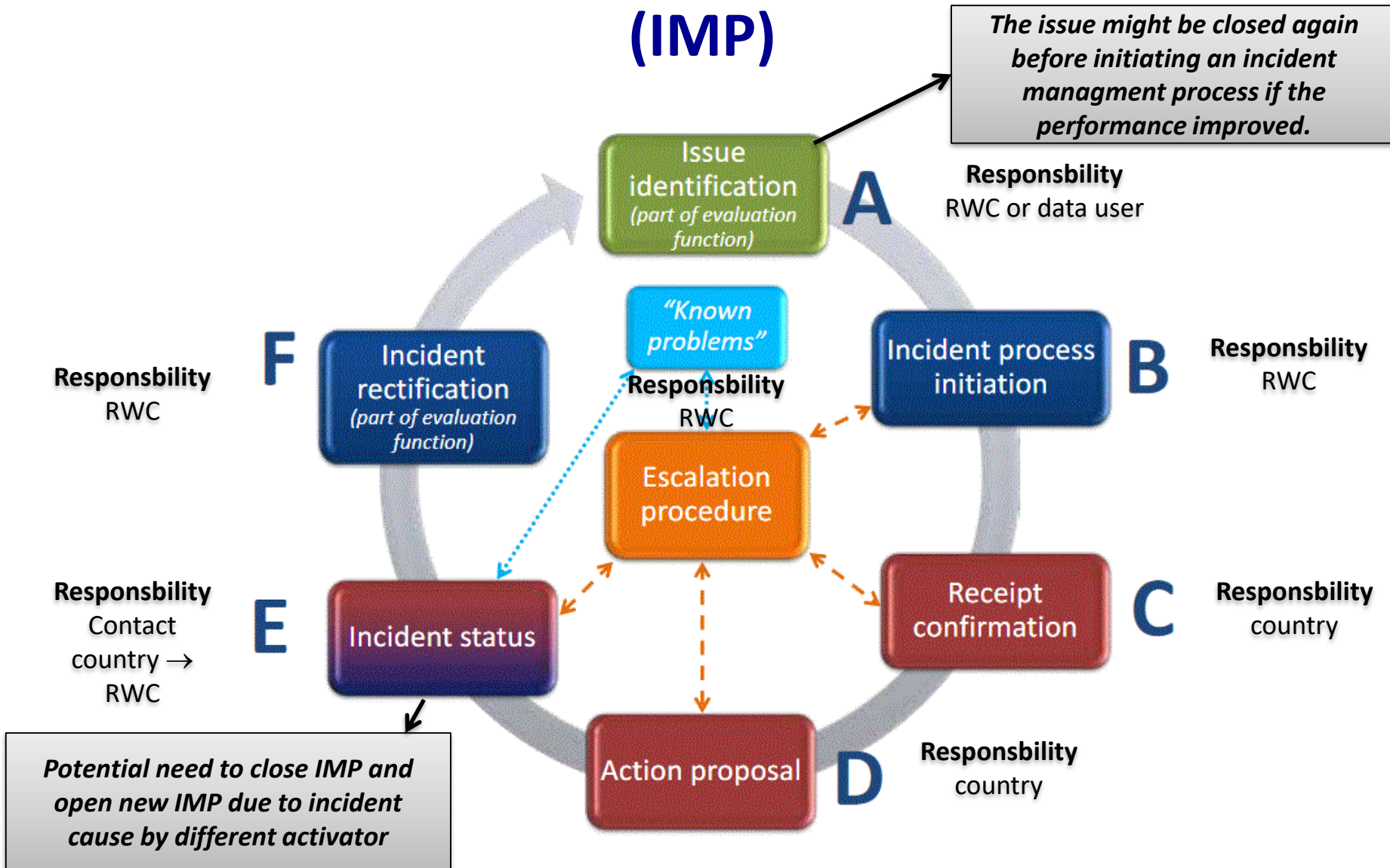
World Meteorological Organization

Organisation météorologique mondiale

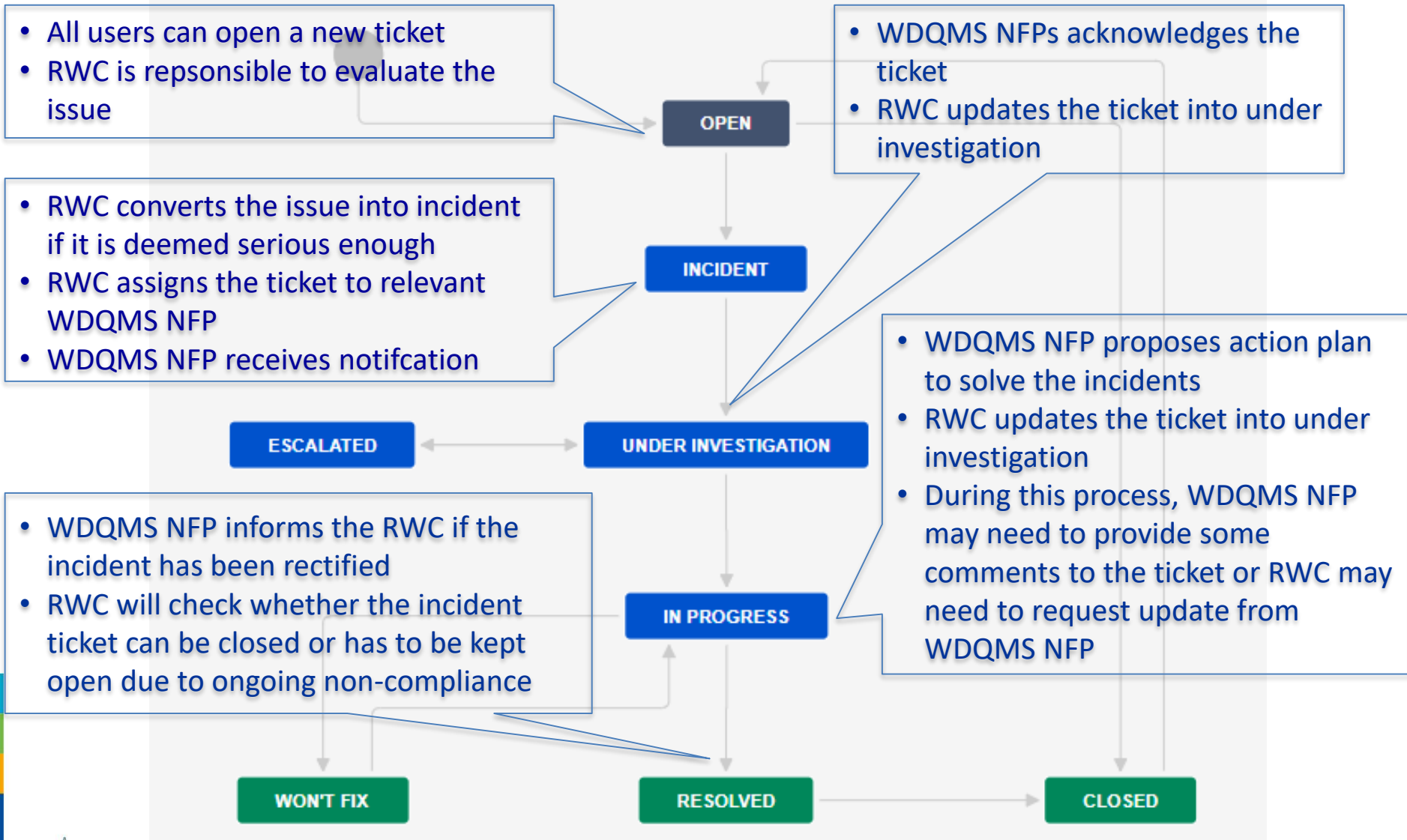
Outlines

1. Workflow of IMS for RWC in JIRA ECMWF
2. Role of users
3. Create and follow up tickets
4. Search function

The steps of the Incident Management Process (IMP)



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



Create new issue

The screenshot displays the ECMWF WMO OMM issue management system. The top navigation bar includes links for Dashboards, Projects, Issues, Capture, Boards, and a prominent **Create** button, which is highlighted by a yellow arrow. A search bar and utility icons are also present.

The main content area is divided into two sections. On the left, under the heading "All issues", there is a list of issues with a "Switch filter" dropdown. The issues listed include:

- RWC-133: 01072021-COMOROS-MULTIPLE STATIONS-ST...
- RWC-132: 30062021-Zambia-Lusaka City Airport-2m Rel...
- RWC-131: 30062021-Botswana-Multiple stations-2m Rel...
- RWC-130: 30062021-Namibia-Multiple stations-10m Wi...
- RWC-129: 30062021-Botswana-Multiple stations-10m Wi...
- RWC-128: 30062021-Zambia-Lusaka City Airport-10m Wi...
- RWC-127: 30062021-Zambia-Lusaka City Airport-2m Te...
- RWC-126: 30062021-Botswana-Multiple stations-2m Te...

At the bottom of this list is a "+ Create issue" button. On the right, the detailed view of the selected issue "01072021-COMOROS-MULTIPLE STATIONS-STATION METADATA" is shown. It includes a title bar with "01072021-COMOROS-MULTIPLE STATIONS-STATION METADATA" and a subtitle "01072021-COMOROS-MULTIPLE STATIONS-STATION METADATA". Below the title are action buttons: Edit, Comment, Assign, and More. The issue details are as follows:

- Type: Issue
- Status: INCIDENT
- Priority: Medium
- Component/s: RWC South Africa
- WIGOS ID: 0-20000-0-67002

The description states: "The following stations have surface data availability of <30% and/or ≥30% due to incorrect reporting times and/or intervals."

Below the description is a list of stations:

- HAHAYA INT. AIRPORT (WIGOS-ID: 0-20000-0-67002)
- OUANI (ANJOUAN) (WIGOS-ID: 0-20000-0-67004)

On the right side of the issue details, there is a "People" section with the following information:

- Assignee: Wathik Chahabane
- Reporter: Samantha Linnerts
- Votes: 0 (Vote for this issue)
- Watchers: 1 (Start watching this issue)

Fields for new issue

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: 09072021-Cambodia-Kampot-Data not received

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*



WMO OMM

Fields for new issue – cont.

- Reporter : by default according to the account logged in
- Assignee: 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 the area
- Description: Details concerning the issue
- Priority: priority level according to the Technical Guidelines for RWC on the WDQMS (Annex 2)

Fields for new issue (cont)

- 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, type only one WSI (others WSIs are typed in the description field)
- WIGOS issue category:
 - Type of observation: surface or upper air,
 - Category performance: availability, quality or timeliness, or other (none)

RWC's response to the new ticket

- Once an issue has been deemed serious enough, RWC to convert the issue into incident and assign the ticket to relevant NFP
- To make the RWC aware that the country has taken over the task of following up the incident, NFP/ Member must acknowledge the ticket

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



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



WMO OMM

Receipt confirmation and action proposal from Members (WDQMS NFPs)

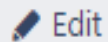
- To make the RWC aware that the country has taken over the task of following up the incident, WDQMS NFP/ Member should acknowledge the ticket
- If there is no confirmation from NFP, RWC should contact NFP using other media (e.g. email).

Confirm the ticket after receiving acknowledgement from NFP



Incident Management System for RWC / RWC-13

03062020-configuration test



Edit



Comment

Assign

More ▾

Confirm

Details

Type:



Issue

Status:

Priority:



Medium

Component/s:

RWC

Argentina

and Brazil

WIGOS ID:

999999999

WIGOS Issue Category: Surface availability

- RWC confirms the ticket
- Ticket status will change from Incident to Under investigation
- WDQMS NFP proposes resolve actions through comment



WMO OMM

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

Details

Type:

Issue

Priority:

Medium

Component/s:

RWC Argentina and Brazil

WIGOS ID:

999999999

WIGOS Issue Category: Surface availability

Status:

UNDER INVESTIGATL...

Description

This is only for tests, please ignore

- RWC reviews the proposed resolve actions and if needed, discuss with WDAQMS NFP through comment
- RWC confirms resolve action proposed by WDAQMS NFP
- Ticket status will change from under investigation to inprogress



WMO OMM

Incident Rectification

- Members will take the proposed actions to resolve the incident
- WDAQMS NFP continues to update the progress of the incident, including attach relevant file to the ticket if needed
- If the incident has been rectified by the Members , WDAQMS 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 WDAQMS NFP to take further actions

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





WMO OMM

Won't fix incident

Edit Comment Assign More ▾ Back to In Progress

▼ Details

Type:  Issue

Priority:  High

Component/s: RWC Argentina and Brazil

WIGOS ID: 342394-34234

WIGOS Issue Category: Surface availability

Status: **WON'T FIX**

- If it is found that an action can be taken to rectify a “won’t fix” incident, WDQMS to inform RWC
- RWC will update the ticket status to In Progress

Escalate Ticket

- If there is no confirmation from WQMS NFP, RWC should contact them using other media (e.g. email).
- RWC escalate the incident to a WMO Secretariat, that will bring it a higher level (e.g. PR)



Incident Management System for RWC / RWC-13

03062020-configuration test



Edit



Comment

Assign

More ▾

Action Proposed

Escalate

▼ 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



WMO OMM

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, 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.

Thank you

for more information:

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

<https://etrp.wmo.int/course/view.php?id=146>



WMO OMM

World Meteorological Organization

Organisation météorologique mondiale