

Incident Management System for RWCs using JIRA ECMWF

Online training for RWCs in RA V, 22 September 2021



WMO OMM

World Meteorological Organization
Organisation météorologique mondiale

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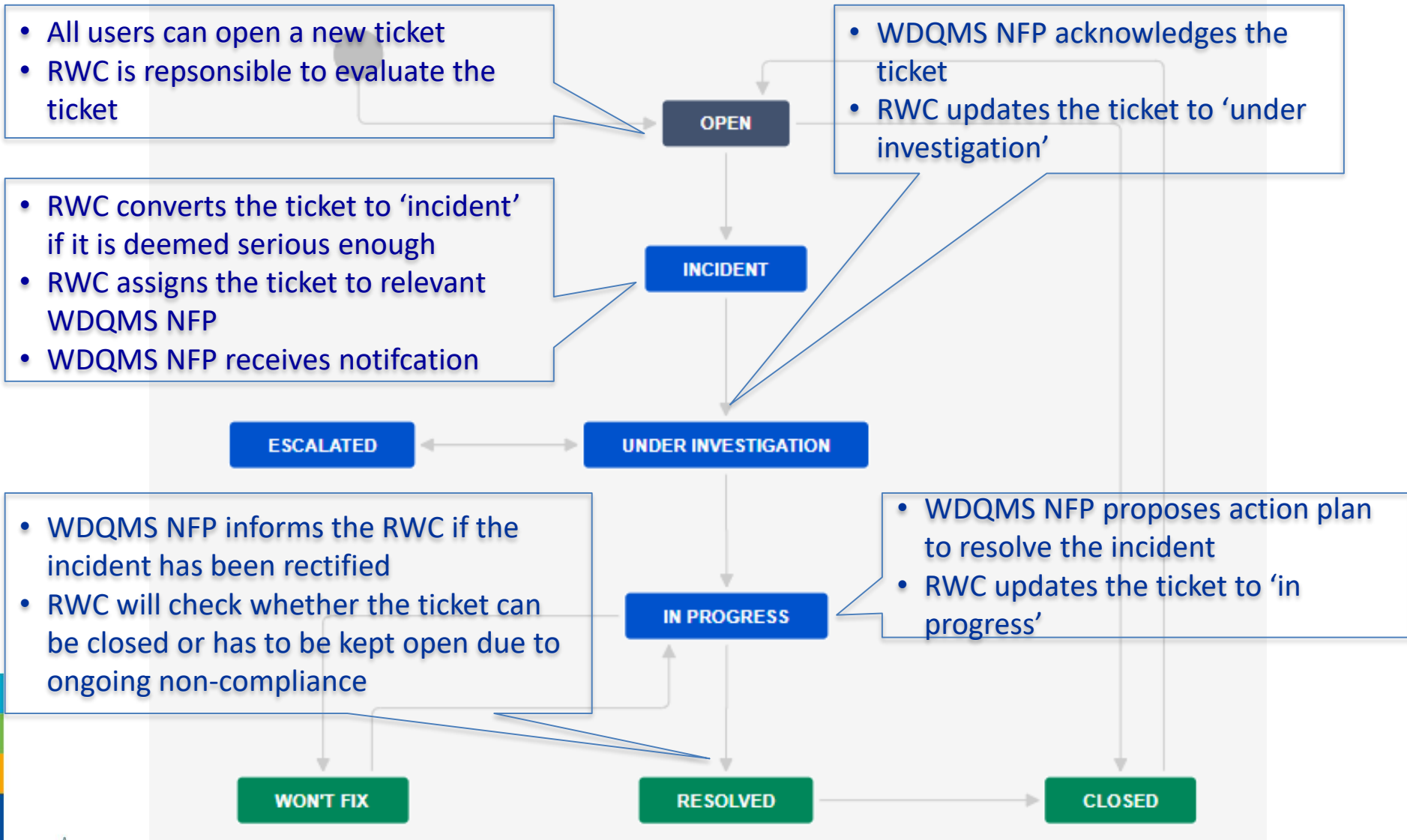
Outline

1. Introduction
2. Workflow of IMS for RWC in JIRA ECMWF
3. Role of users
4. Create and follow up tickets
5. Review tickets opened in IMS (follow up session)

Introduction

- Incident Management is one of the functions of RWC to resolve issues, a part of the WDAQMS process
- IMS for RWC is configured according to the Incident Management Process – WMO-No.1224
- IMS for RWC is hosted by the European Centre for Medium-Range Weather Forecasts (ECMWF) in JIRA Software, a work management tool for all kinds of uses cases
- It has been operating in pilot mode since July 2020, currently seven RWCs are using this system

Workflow of the System



Users role

RWCs

Create new ticket

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

Close ticket

Reopen a close ticket

WDQMS NFPs (Members)

Create new ticket

Propose actions to resolve an incident through comments

Add comments to the ticket, as necessary

Monitoring Centres

Create new ticket

Add comments to the ticket, as necessary



Registration on the IMS

- WDQMS NFP of the country has been nominated in the WMO community platform, <https://contacts.wmo.int/>. Related guidance is available here: <https://community.wmo.int/activity-areas/community-platform>
- For RWC, inform the RWC's email address to WMO Secretariat, preferably a generic email
- Secretariat will create account and an activation email will be sent to registered email. Please also check your spam folder



servicedesk@ecmwf.int

Fri 6/11/2021 10:43 AM

To: Yincheng Liu

Thank you for registering at ECMWF!

You need to click on the following link to activate your account:

<https://apps.ecmwf.int/registration/confirm/a39a59cb5659421d8783625645fd8012/>

With kind regards

The ECMWF Registration Team



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Create new ticket

Login to IMS: <https://jira.ecmwf.int/projects/RWC/>



The screenshot displays the ECMWF Incident Management System (IMS) interface. The top navigation bar includes links for Dashboards, Projects, Issues, Capture, Boards, and a prominent 'Create' button, which is highlighted by a yellow arrow. The main content area is titled 'All issues' and features a list of tickets on the left and detailed information for the selected ticket on the right.

Issue List (Left):

- RWC-200: 20092021- Brasil - sin ra...
- RWC-199: 13092021- Nepal-Station...
- RWC-198: 13092021-Mongolia-RI...
- RWC-197: 13092021-Thailand-SUV...
- RWC-196: 13092021-Russian Feder...
- RWC-195: 08092021-Japan-Abashir...
- RWC-194: 01092021-Afganistan-St...
- RWC-193: 01092021-Islamic Republ...
- RWC-192

Issue Details (Right):

Incident Management System for RWC / RWC-200
20092021- Brasil - sin radionsondeos

Actions: Edit, Comment, Assign, More

Details

- Type: Issue
- Status: **OPEN**
- Priority: **High**
- Component/s: **RWC Argentina**
- WIGOS ID: 0-20000-0-83xxx 0-20000-0-82xxx
- WIGOS Issue Category: Upper-air availability

Description

Buenas tardes Jose Mauro

Desde el 18/9 que no se estan recepcionando los sondeos de Brasil.

Agradecemos la pronta gestión.

Atentamente

Martina

Fields for new ticket

Several information must be filled in to create a new ticket 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: 21092021-Philippines-Roxas-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*



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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 (WDQMS NFP) if RWC has decided to raise the ticket as incident
- Component: RWC in charge of the country/station
- Description: Details concerning the issue
- Priority: priority level according to the Technical Guidelines for RWC on the WDQMS (Annex 2)

Fields for new ticket (cont)

- Linked issues: if the ticket is linked with another ticket
- 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 a new ticket

Once an issue has been deemed serious enough, RWC will convert the ticket to 'incident' and assign the ticket to relevant NFP

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



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WDQMS NFP acknowledges the ticket

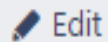
- To let the RWC know that the country is aware of and will follow up on the incident, WDQMS NFPs should acknowledge having received the ticket by adding a comment to the ticket
- If there is no confirmation from WDQMS NFPs, RWC should contact them using other media (e.g. email).

Confirm the ticket after receiving acknowledgement from WDAQMS 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'
- WDAQMS NFP proposes actions to resolve the incident through comment field



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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 INVESTIGAT...

Description

This is only for tests, please ignore

- RWC reviews the proposed actions and if needed, discuss with WDQMS NFP through comment field
- RWC confirms the action proposal provided by WDQMS NFP
- Ticket status will change from 'under investigation' to 'inprogress'



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Incident Rectification

- WDQMS NFP will take the proposed actions to resolve the incident
- WDQMS NFP continuously updates the progress of the ticket, including attaching relevant files to the ticket if needed
- If the incident has been rectified, WDQMS 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 WDQMS performance targets
- In the case of ongoing non-compliance, the RWC will review the incident and discuss further with WDQMS NFP

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





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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 immediate 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 WDAQMS NFP, RWC should contact them using other media (e.g. email).
- RWC escalates the incident to 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



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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.

Follow up session

Purposes:

- To review tickets that have been opened on IMS
- To discuss technical issues, if any, experienced by RWC or WDQMS NFPs

Participants: RWC technical staff , OSCAR/Surface NFPs, and WDQMS NFPs

Proposed date: 5 October 2021 at 06:00 UTC?

WDQMS NFPs of RA V (21 Sept 2021)

Contact	Login email (Contact) (Contact)	Contact email (Contact) (Contact)	Authorized by
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Mr ALDER, Kevin Michael	kevin.alder@metSERVICE.com	kevin.alder@metSERVICE.com	New Zealand
Fa'apisa Aiono	faapisa.aiono@mnre.gov.ws		Samoa
Mr WONG, Shwei Lin	wong_shwei_lin@nea.gov.sg	wong_shwei_lin@nea.gov.sg	Singapore

OSCAR/Surface NFPs of RA V (21 Sept 2021)

Contact	Login email (Contact) (Contact)	Contact email (Contact) (Contact)	Authorized by
Mr Karl MONNIK	karl.monnik@bom.gov.au	karl.monnik@bom.gov.au	Australia
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Thank you

<https://etrp.wmo.int/course/view.php?id=146>
<https://community.wmo.int/activity-areas/wigos>



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