



Support Processes



eXperimental Infrastructures for the Future Internet



FUTURE
INTERNET
PPP



Agenda

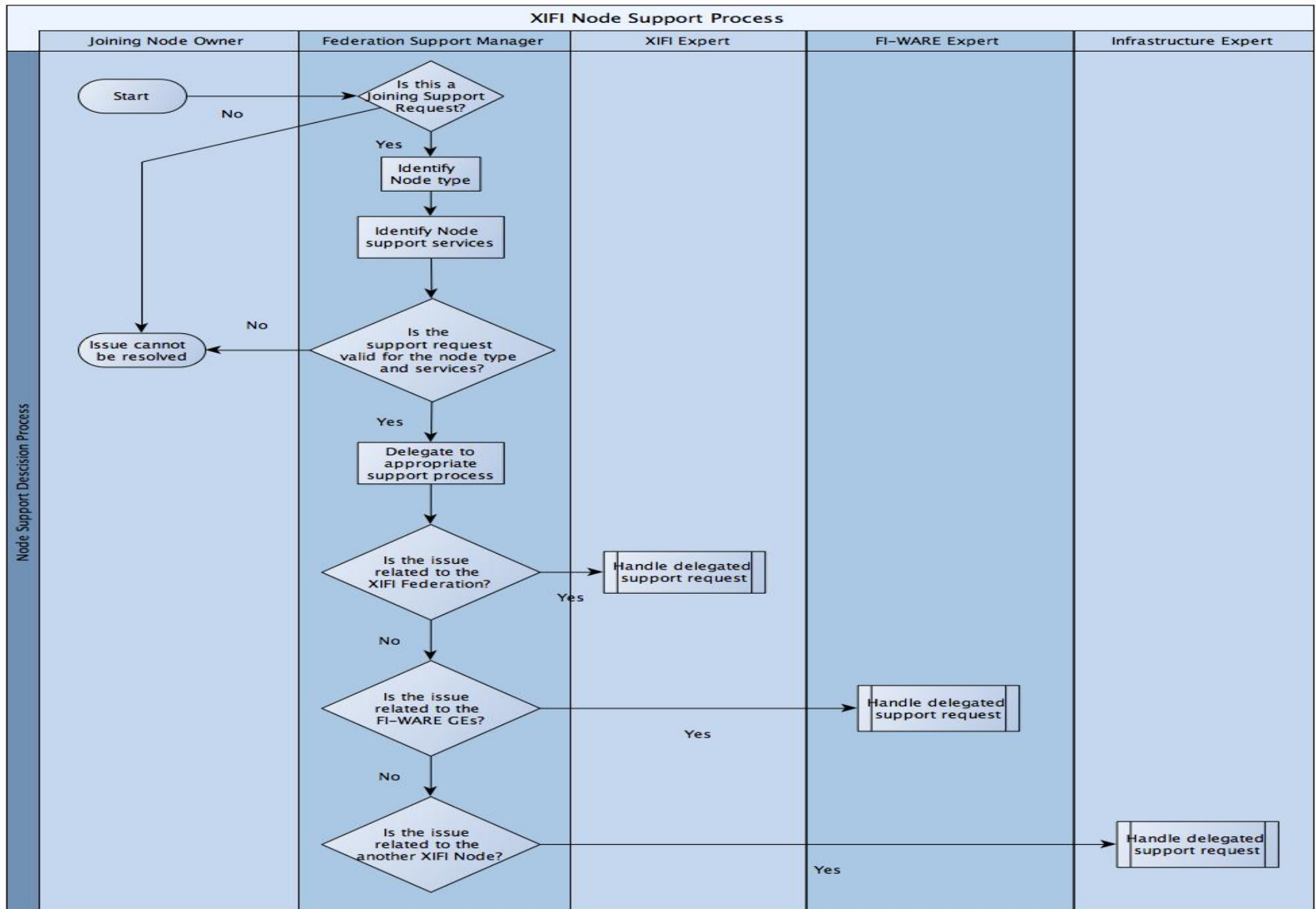
- **Support Processes**
- **What happens when you log a ticket?**



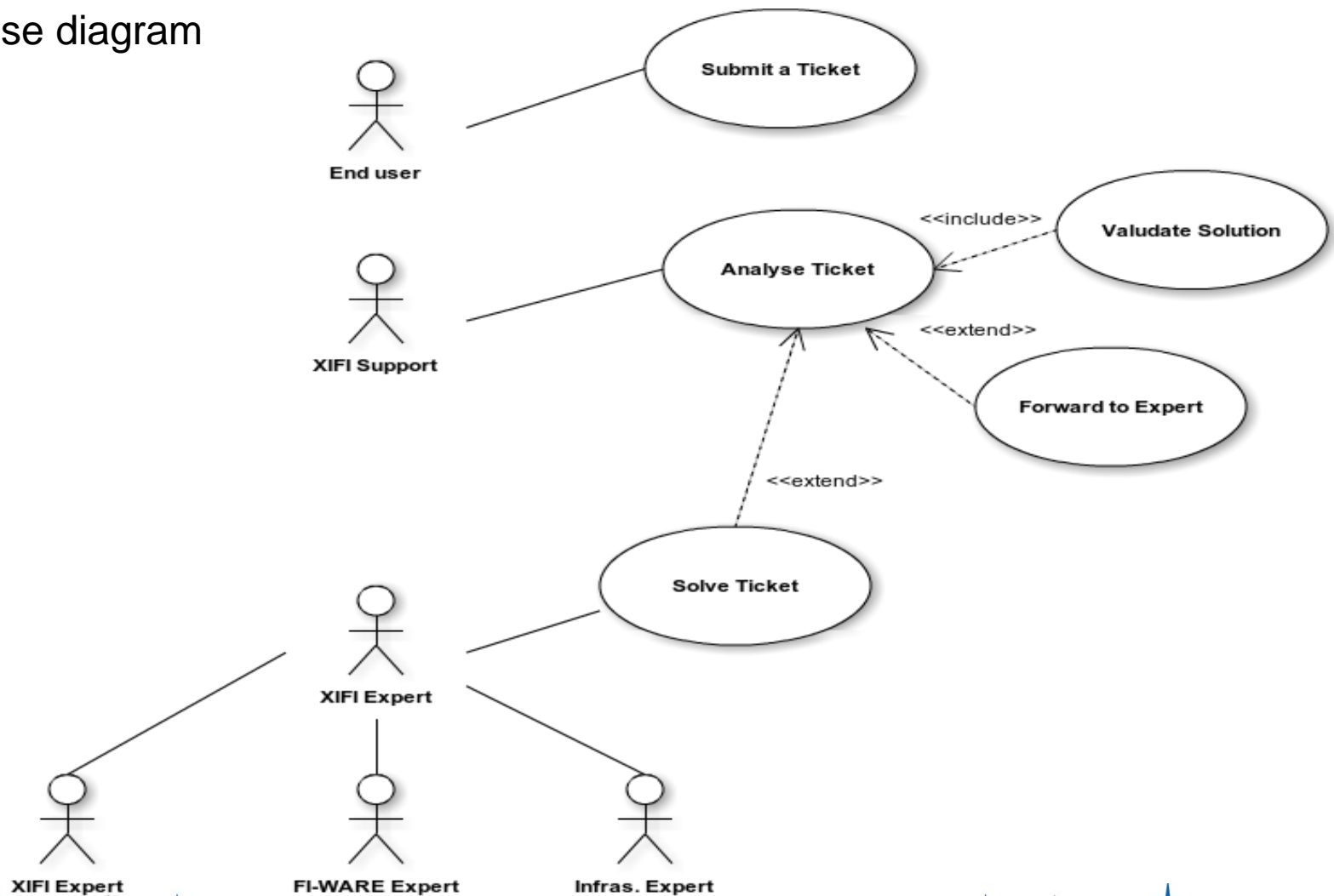
- For Infrastructure Owners
 - Levels of Support
 - Methodological support
 - Shared deployment support
 - Full technical/operational support
- For FI-Developers
 - Levels of Support
 - Documentation (first level)
 - Identify and Analyse (second level)
 - Report the issue to an expert (third level)



Joining federation support

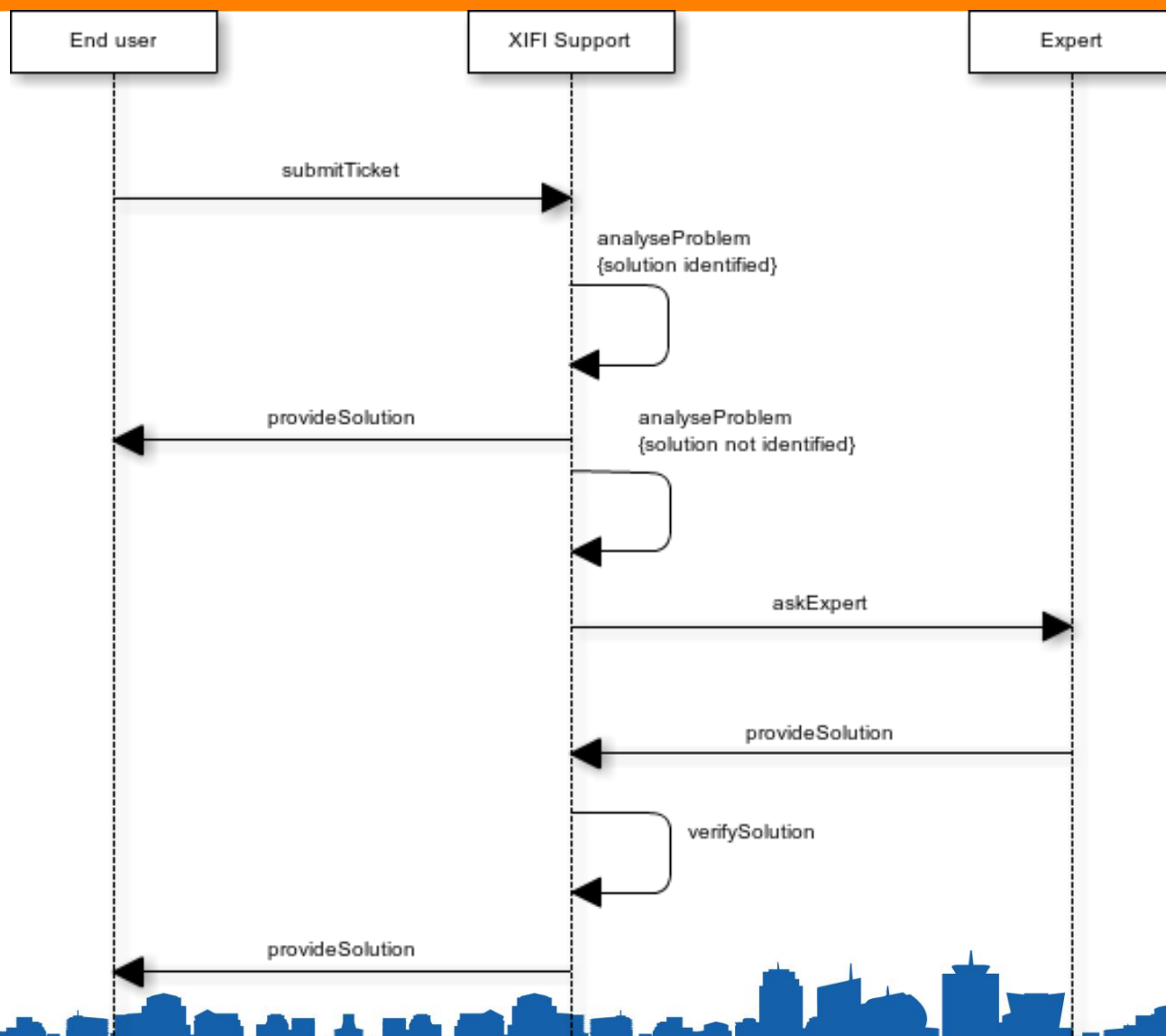


Use Case diagram

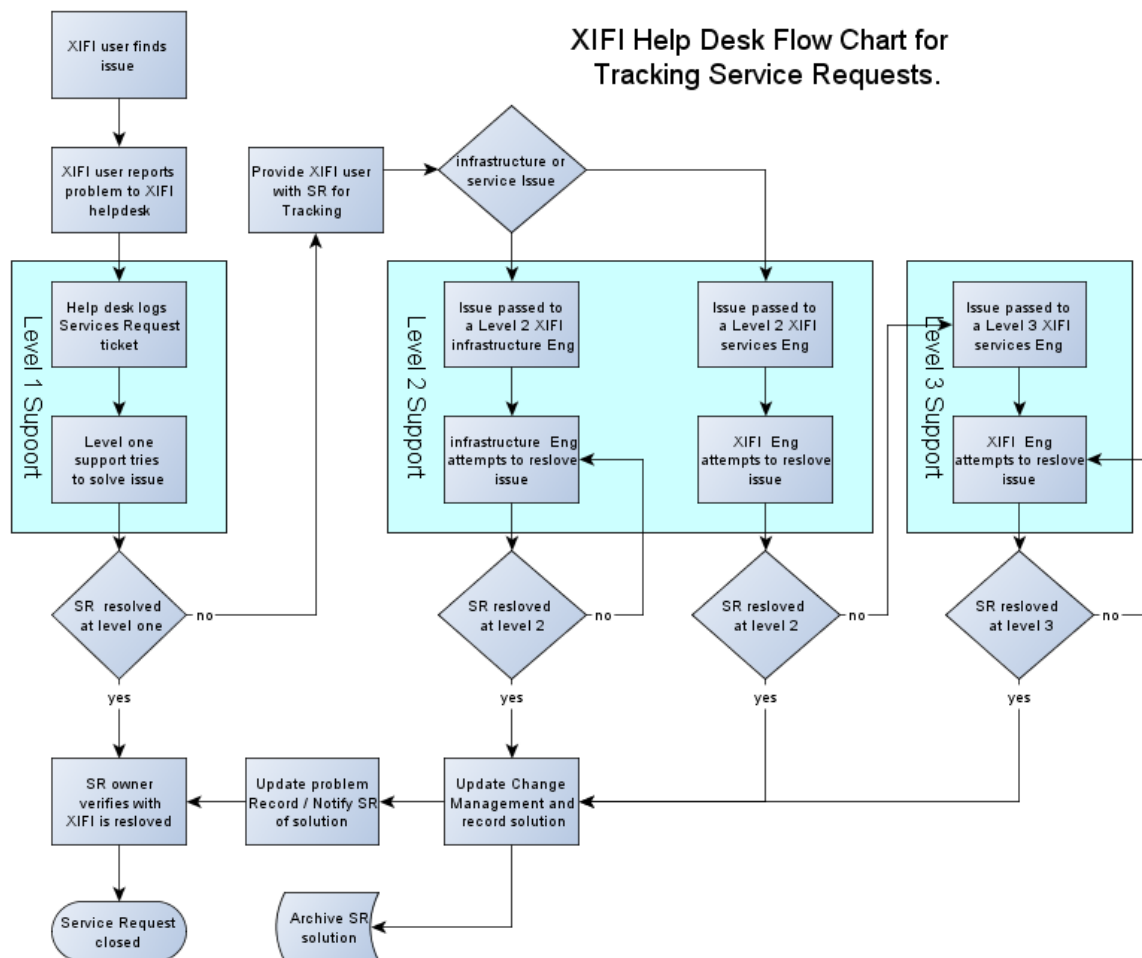


FI-Developer support

Sequence diagram

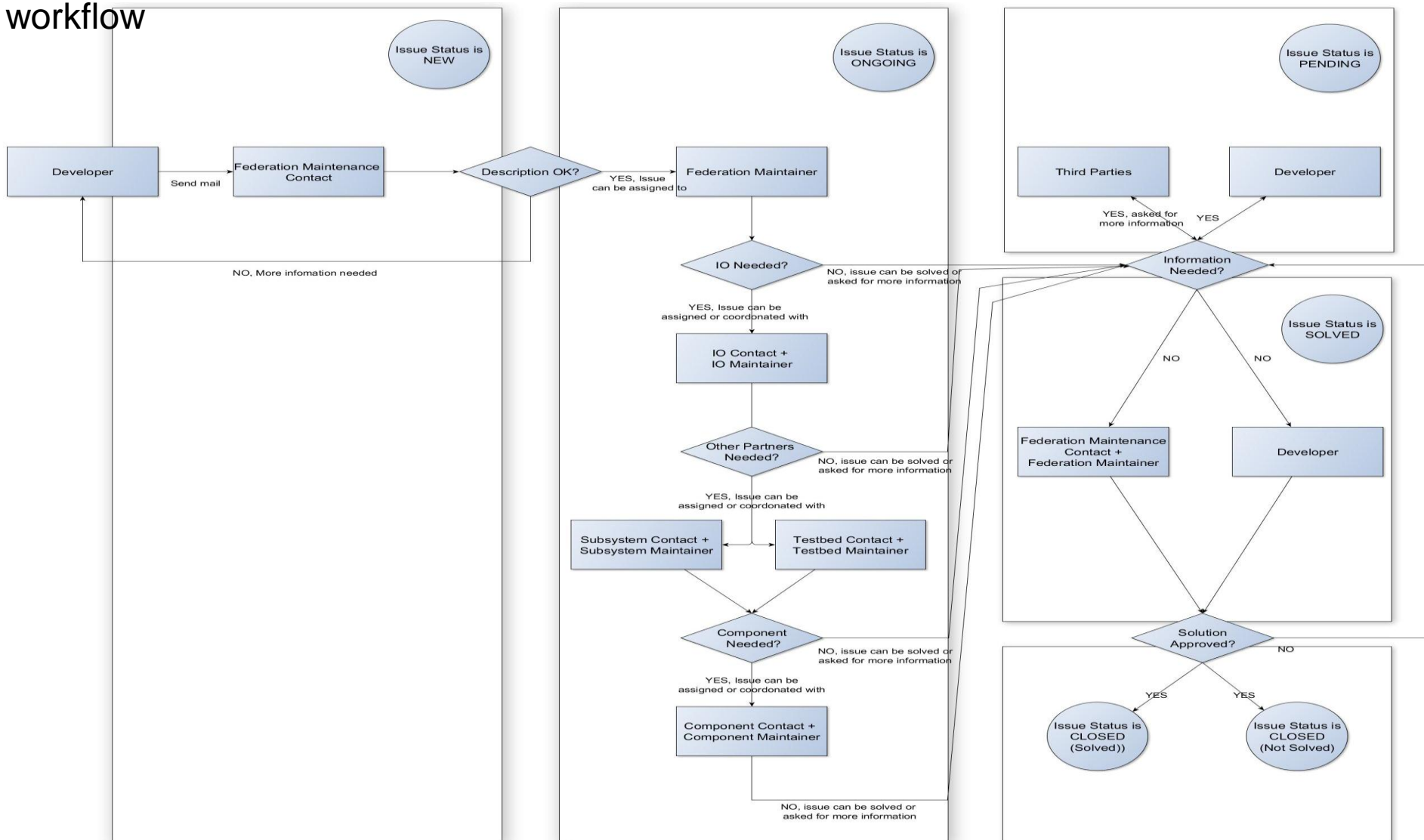


FI-Developer support



FI-Developer support

Ticket status workflow



Thank you for your attention!

More information about FI-Ops & XIFI at
<https://fi-xifi.eu>

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