

AnnotationGuidelines: QQIAnnotation

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General Instructions

Conjunction

- We tend to mark conjoined clauses separately unless separating them will create vagueness and/or ambiguity. Examples:
 - * [Is there a mechanism (ODBC) I can get the Information]/REQUEST_ADVICE or [is there another (better) way doing this]/REQUEST_ADVICE ?
 - * [Can it be as simple as copying some config files over from the old Windows Domino server]/REQUEST_ADVICE or [do I have to try do duplicate each and every install parameter along the way on installation and then duplicate each setting manually]/REQUEST_ADVICE ?
 - * [Can I apply any advance settings to the System level (All Servers) or MUST I do it on the service level]/REQUEST_ADVICE ?
 - * [Are the password requirements that apply within the Notes client enforceable within IBM Chat or Traveler Companion iOS apps]/REQUEST_ADVICE ?
 - * [We have Cognos BI 10.1 and attempting to run a simple report using an Excel External Data source]/ACTIVITY.

Mention Overlapping

- Mention overlapping is to add a second entity type to a mention that has already been marked with an entity type. The two entities may or may not share the same span.
- Overlapping is only allowed between the following pairs of entity types:
 - * SYMPTOM-ACTIVITY. Example:
 - * [Several users observed that when [searching FT indexed db in a view (e.g. "(\$Sent)") on the mail server]/ACTIVITY, the view doesn't show all documents]/SYMPTOM.
 - In the above example, "searching FT indexed db in a view (e.g. "(\$Sent)") on the mail server" is marked as ACTIVITY, while the entire span is marked as SYMPTOM.
 - * REQUEST_ACTION-REQUEST_ADVICE. Examples:
 - * [need to disable Print the report" and "Send the report to mobile recipients' under Delivery section]/REQUEST_ADVICE/REQUEST_ACTION
 - In the above example, the entire span is marked as both REQUEST_ADVICE and REQUEST_ACTION at the same time.
 - * [Hi Team, Please can you help to export and import our custom rules issues in our PROD system]/REQUEST_ADVICE/REQUEST_ACTION.
 - The above sentence can be interpreted as either REQUEST_ACTION or REQUEST_ADVICE, so we mark it as both.
 - * [Could I obtain an efix for my AIX level]/REQUEST_ADVICE/REQUEST_ACTION ?
 - In the above sentence, the ticket writers are expecting more than just a yes/no answer. The IT team may respond by letting them know where to find the efix, i.e. advice and/or by sending them file itself, which would be an action. Therefore, we mark the sentence as both REQUEST_ACTION and REQUEST_ADVICE.
- REQUEST_ACTION or REQUEST_ADVICE should not overlap with either ACTIVITY or SYMPTOM.
- REQUEST_ACTION or REQUEST_ADVICE should be the sole type to mark a span even if an activity or a symptom is mentioned within that span.

Mention Span

- Mention spans can be very subjective in this domain. Basically, any information that can be useful for the IT team to assess/determine the problem customers report should be included in the mention. Following are some examples to show what to include/exclude.
 - * We have [several users getting an error when receiving mails via IMAP]/SYMPTOM
 - In the above example, "several users" is an important piece of information to include as it shows that more than one user experienced the reported issue.
 - * This, because we [want to reset odbc connections (to a DB2 server)]/REQUEST_ADVICE/ACTION (based on context)
 - In the above example, "want" is important to include as it denotes a need.
 - * Please [look into this urgently]/REQUEST_ACTION and [kill the import]/REQUEST_ACTION.
 - In the above example, "please" adds no value to context, while "urgently" shows that the customer needs the actions done in a timely manner.
 - * [Can you please prepare the connection change]/REQUEST_ACTION?

- All words need to be included in the above example.
 - * [how we can get the Mailbox and mail Archive sizes (Logical sizes) from Domino Server]/REQUEST_ADVICE
 - We can't exclude any of the words in the above example.
 - * please [let us know if automation is possible or no using Blue prism or any other RPA]/REQUEST_ADVICE
 - * Please [let us know when this can be granted as we are on a tight schedule and have development resources this week to perform this work]/REQUEST_ADVICE.
 - * Please, do reply to [let us know how can we upload the additional files without timing out the web session]/REQUEST_ADVICE.
 - Do include "let us know" in the request mention.
 - * I have [dropped the view from the Maximo DB Config front end]/ACTIVITY.
 - * The [view currently existing on DEV needs a modification]/REQUEST_ACTION/ADVICE (based on the context).
 - Note that we excluded the article "The" in the above example because it doesn't add any information useful for the IT team.
 - * We are [using the new feature "copy cell"]/ACTIVITY described here :
https://www.ibm.com/support/knowledgecenter/SSSTQ_8.1.0/com.ibm.netcool_OMNibus.doc_8.1.0/webtop/wip/task/web_use_jsel_manageevents.html.
 - Using that new feature is the activity customer performed in the above sentence. The rest of the sentence doesn't add or subtract from the activity and therefore we don't mark it.
 - Note that the closing quotation mark needs to be included in the mention since the opening opening one is part of the mention.
 - * Hi , Would [like to know if lotus domino applications can be automated for RPA(Robotic Proces automation) using Blueprism technology]/REQUEST_ADVICE?
- When marking SYMPTOM mentions, words such as have, get, encounter, experience, etc. should not be included in the mention unless there is no further description of the issue to mark. Examples:
 - * we are experiencing [problems during the restarting of our Domino application server]/SYMPTOM
 - In the above example, "we are experiencing" doesn't hold any important information or add any value to the issue reported.
 - * They have a [problem with a report with tabs and bubble charts]/SYMPTOM.
 - * we keep [having issues]/SYMPTOM lately.
 - We marked "having issues" in the above example because no details on the nature of the issue were provided.

Punctuation

- Do not include end-of-sentence punctuation, unless you're trying to mark a single entity that happened to be split into multiple lines in HAT. Examples:
 - * Are there [plans to improve IMAP access]/REQUEST_ACTION ?
 - * 2. [Is there a newer template version for resrc9.ntf separately available not using Java]/REQUEST_ADVICE ?
 - * we are experiencing [problems during the restarting of our Domino application server]/SYMPTOM .
 - * [Error seen on the IMAP client]/SYMPTOM: "[The current operation on "Inbox" did not succeed.]/SYMPTOM
 - [The mail server for account "xyz" responded: EXPUNGE Document has been deleted.]/SYMPTOM "
 - In the above example, "The current operation on "Inbox" did not succeed. The mail server for account "xyz" responded: EXPUNGE Document has been deleted." should have been marked as one SYMPTOM entity since it's the content of the error message the user received, however, it was split into two lines in HAT.
 - * We are [using the new feature "copy cell"]/ACTIVITY described here...
 - The closing quotation should be included in the mention above.

Temporal Expressions

- Include the temporal expression in the mention if it's a useful information that can help the IT team better assess the reported issue.
- In this domain, duration appears to always be useful to include, while simple time/date expressions are useful when denoting an urgency for the IT team to react. Examples:
 - * I saw that [this issue did happen again]/SYMPTOM today.
 - * we keep [having issues]/SYMPTOM lately.
 - * [Maximo production environment is running very slow for the past 2 days]/SYMPTOM.
 - * The [page took 15 minutes to respond]/SYMPTOM.
 - * Please, analyze log WebSphere because [WebSphere application server down at 16:32 for 22/03/2019]/SYMPTOM.
 - The timestamp is important to include in the above sentence because it tells the IT team the specific time for which the log needs to be analyzed.
 - * During power outage, we are [swing Informix HDR services to DR site (10pm SGT on March 18)]/ACTIVITY and next day night we will [swing back the services to Production site (10pm SGT on March 19)]/ACTIVITY.
 - The above is a sentence from a document, where the customer is asking the technical support team to stand by in case their help is needed while doing the swing, so time is critical here to specify when the team needs to be ready to provide either action or advice.
- Frequency indicating the recurrence of an issue is important to include in the mention. Examples:
 - * [Lotus Notes crashed 4 times]/SYMPTOM.
 - * [Sometimes I see several defunct processes started by clcmd]/SYMPTOM.
 - We included "4 times" and "sometimes" in the above examples because they important information the IT team needs to know.

Typing Mistakes

- Small typos and/or grammar errors should be ignored and dealt with as if they were not there if they do not change the meaning of the mention. Example:
 - * We has been [defined an expiration date]/ACTIVITY.
 - The customer meant to simply say that they defined an expiration date in the above sentence.
- Typing errors that result in changing the meaning and/or creating other actual words with an entirely different meaning should be marked with the region SKIP. Example:
 - * Unfortunately we can find any setting for the password history of the HTTP password
 - Mark the above sentence using the region SKIP because the customer meant to say "cannot" instead of "can", which resulted in a totally different meaning.
 - * daeja viewONE enable to view case document..We are enable to view case document through daeja viewONE on opening of work item.
 - The ticket writer meant to say "unable" in the above example, however, they typed "enable" instead, which resulted in a significant change in the meaning. Therefore, we mark the sentence using the region SKIP.

Regions (In this domain, a region may consist of one or more sentences.)

LOG_FILE

- Mark system-generated error logs and messages that span an entire sentence, or multiple sentences, as a LOG_FILE region. Example:

<BEGINNING OF THE REGION>2019-03-22-20.26.02.795648+000 I16837626E715 LEVEL: Error PID : 19201 TID : 47603433596672 PROC : db2sysc 16
 INSTANCE: db2inst1 NODE : 016 DB : BLUDB HOSTNAME: dashdb-3.cedp-db2wh-test.zc2.ibm.com EDUID : 199 EDUNAME: db2pfchr (BLUDB) 16 FUNCTION:
 DB2 UDB, buffer pool services, sqlbReadAndReleaseBuffers, probe:4517 MESSAGE : ZRC=0x86020019=-2046689255=SQLB_CSUM "Bad Page, Checksum Error"
 DIA8426C A invalid page checksum was found for page "".

DATA #1 : <preformatted> Tablespace 9 (TS_IJZ_CORE) flags=3122 HighWaterMark=477464 ConOffset=118312 startPoolPageNum=24 diskPageNumber=118308
 lowestindex=0 highextindex=3 num-pages 4 2019-03-22-20.26.08.427854+000 E16847724E819 LEVEL: Warning PID : 19201 TID : 47609485977344 PROC : db2sysc 16
 INSTANCE: db2inst1 NODE : 016 DB : BLUDB APPHDL : 0-27439 APPID: 9.4.174.122.49312.190322202401 UOWID : 4 ACTID: 1 AUTHID :
 C-M645897@NOMAIL.RELAY.IBM.COM HOSTNAME: dashdb-3.cedp-db2wh-test.zc2.ibm.com EDUID : 17344 EDUNAME: db2agntp (BLUDB) 16 FUNCTION: DB2
 UDB, buffer pool services, sqlbReadPage, probe:1199 MESSAGE : ADM6006E The database manager encountered an error while reading page "118304" from table space
 "9" for object "181" (located at offset "118308" of container "/mnt/bludata0/db2/databases/db2inst1/NODE0016/BLUDB/T0000009/C000000.0.LRG").**<END OF THE REGION>**

- The above example should be marked as a single LOG_FILE region.

- Do not include sentences where content includes both regular text, possibly from the previous or the following sentence, and a log message in the LOG_FILE region.
 Example:
 Below are the steps followed along docker pull store/ibmcorp/db2wh_ee:v3.4.0-db2wh-linux docker exec -it Db2wh stop docker stop Db2wh docker rename Db2wh
 v3.4.0 docker run -d -it --privileged=true --net=host --name=Db2wh -v /mnt/clusterfs:/mnt/bludata0 -v /mnt/clusterfs:/mnt/blumeta0 store/ibmcorp/db2wh_ee:v3.4.0-
 db2wh-linux Below are the error messages: docker logs --follow Db2wh 061.191079] start_dashDB_local.sh[62]: ldap_sasl_interactive_bind_s: Can't contact LDAP
 server (-1) [6062.959492] start_dashDB_local.sh[62]: Updating IBM Db2 Warehouse instance to the new build level ... [6062.969041] start_dashDB_local.sh[62]:
 Note this task may take few minutes depending on the changes in the new build [6090.451075] start_dashDB_local.sh[62]: rc=255, error=Permission denied
 (publickey.gssapi-keyex.gssapi-with-mic).
 - The above example should not be marked as a region because it includes both regular text and a log message.

- Mark a list of parameters, e.g. configuration parameters, the customer copied & pasted into the message to the IT team as a LOG_FILE region if the span of this list covers the entire sentence. Example:
*** <BEGINNING OF THE REGION>**[netcool@haljazztux2-r tools]\$./imcl listInstalledPackages -long -features /opt/IBM/InstallationManager/eclipse :
 com.ibm.cic.agent_1.8.9000.20180313_1417 : IBM@ Installation Manager : 1.8.9 : /opt/IBM/WebSphere/AppServer :
 com.ibm.tivoli.tacct.psc.install.was85.extension_1.1.2001.20160606-1749 : Jazz for Service Management extension for IBM WebSphere 8.5 : 1.1.2.1 : /opt/IBM
 /WebSphere/AppServer : com.ibm.websphere.BASE.v85_8.5.5014.20180802_1018 : IBM WebSphere Application Server : 8.5.5.14 :
 com.ibm.sdk.6_64bit.ejbdeploy.embeddablecontainer,thinclient /opt/IBM/WebSphere/AppServer : com.ibm.websphere.IBMJAVA.v70_7.0.9030.20160224_1826 :
 IBM WebSphere SDK Java Technology Edition (Optional) : 7.0.9.30 : /opt/IBM/WebSphere/AppServer :
 com.ibm.websphere.IBMJAVA.v80_8.0.5017.20180726_2118 : IBM WebSphere SDK Java Technology Edition (Optional) : 8.0.5.17 : /opt/IBM/JazzSM :
 com.ibm.tivoli.tacct.psc.install.reporting.services_3.1.3000.20160606-1749 : Reporting Services : 3.1.3.0 :
 com.ibm.tivoli.tacct.psc.install.reporting.services.feature.application.config /opt/IBM/JazzSM : com.ibm.tivoli.tacct.psc.tip.install_3.1.3100.20181217-2026 : IBM
 Dashboard Application Services Hub : 3.1.3.2 : com.ibm.tivoli.tacct.psc.install.server.feature.tip.config /opt/IBM/netcool/gui : com.ibm.noi.ea_8.1.15.201812071013 :
 Netcool Operations Insight Extensions for IBM Tivoli Netcool/OMNIBus Web GUI : 8.1.0.15 : EA.feature /opt/IBM/netcool/gui :
 com.ibm.tivoli.netcool.omnibus.webgui_8.1.15.201812071013 : IBM Tivoli Netcool/OMNIBus Web GUI : 8.1.0.15 : WebGUI.feature.**<END OF THE REGION>**

SKIP

- Used to mark sentences that are hard to understand due to typographical errors and/or document processing errors, e.g. bad sentence segmentation/tokenization.
 Example:
 * "Upon checking with ObserveIT support IT Security Team that manages the application was advised to install Noted that ObserveIT Version is 7.6.25 even prior to
 the advise of support to install App in Qradar."
 - It is hard to tell what was going on in the above sentence, so we use the region SKIP to mark it.

List of Entity Types (In Alphabetical Order)

ACTIVITY

- Used to mark actions users and/or IBM perform or attempt to perform on hardware or software that satisfy one of the following two scenarios:
 - an error occurred as a result of the activity or after/during the activity
 - the user performed or attempted to perform the activity to correct or diagnose the issue
- Not used to
 - mark interactions between people: "I sent you a note..." is not an ACTIVITY
 - reading documentation, checking logs, etc.
 - HOWEVER: "I [verified that the license is active]/ACTIVITY " because: 1. this requires interaction with a computer and 2. the problem could have been caused by an expired license and the user is taking steps to diagnose the problem. This is tricky because it might look like the user is just reading something. We mark it because it provides useful information to the IBM Support personnel.

Examples:

- * AIX keeps getting an error that says the media service is damaged, [cleaned the tape multiple times]/ACTIVITY & still getting the same error.
- * Have [tried to hold the eject button in for 20 seconds]/ACTIVITY (several times).
- Note that verbs such as try, attempt, endeavor, etc. should be included in the ACTIVITY mention.
- * 3607337610 system down a6090255. [Tried manual mode]/ACTIVITY. Now b2008105 lp0000 1 m/t entered=8407.
- * IOS having problems with running backup always saying attn media error detected by tape device tape 01 [put in cleaning tape]/ACTIVITY but not work.
- * [IOS drive was replaced]/ACTIVITY but new drive making loud of noise.
- * [Using Cognos10.2.2 on Windows]/ACTIVITY
- * Note that the user doesn't have to be explicitly mentioned in the sentence.

* [Requirement is to scale the environment]/ACTIVITY.

- Do not include the agent(s) when marking ACTIVITY regardless of their number. Examples:
 - * Our customers are [designing their application to download documents by using Search API /search]/ACTIVITY.
 - * Several clients [tried to access the page]/ACTIVITY.
 - * [Several clients received an error message when they [tried to access the page]/ACTIVITY]/SYMPTOM.
 - * [After [upgrading the Content Navigator]/ACTIVITY by ECM cloud team and [update the Firewall]/ACTIVITY on March all the ICN desktop users can't open any file]/SYMPTOM.
- Mark nominals denoting actions users perform as ACTIVITY. Examples:
 - * Application crashed during our [deployment]/ACTIVITY.
 - * All looked good when we did the [validation]/ACTIVITY.
- Mark hypothetical/conditional actions, mere intentions and recommendations to perform an action as ACTIVITY. Example:
 - * We're [planning an upgrade to Maximo 7.6.1]/ACTIVITY .
 - * I [may need to download the latest version]/ACTIVITY if the current one doesn't support the format.
 - * You will see some error messages even if you [installed it]/ACTIVITY properly.
 - * i am [looking into putting Cognos 10.2.2 into a Cloud environment]/ACTIVITY.
- Include the purpose of the activity. Example:
 - * I [change the timezone to change the report run date and time]/ACTIVITY.
 - In order for the customer to change the run date & time of the report, he had to change the timezone. In this case, we include both the purpose and the main activity in one mention as shown in the above example.
- Instructions:
 - * Based on the context and the recipient of them, instructions can be annotated differently. Please refer to the following examples for details.
 - Steps to reproduce a symptom:
 - Individually mark steps the ticket writer lists for the IT team to reproduce a symptom as ACTIVITY. Examples:
 - Please feel free to try to replicate: [Go into their Onboard Profile > Personal Information > External Key]/ACTIVITY field will be blank at the top, [edit the page]/ACTIVITY and [enter in the respective number]/ACTIVITY and [save]/ACTIVITY.
 - The writer listed steps he/she went through before when they saw the symptom, hence we mark each of those steps separately as ACTIVITY.
 - Steps to reproduce- 1. We will be [remapping the current IP for App and DB server to a Prod zone IP]/ACTIVITY.
 - 2. [Open all required ACL's]/ACTIVITY.
 - The writer listed things his/her team will do, hence we mark them as ACTIVITY.
 - Steps to perform some actions the user needs:
 - Individually mark steps the IT team is assigned by the user as REQUEST_ACTION. See REQUEST_ACTION for examples.
- Do not mark inactions or actions that are not related to hardware or software. Example:
 - * server down with voltage regulator failuresys down prefopsys: AIX cust refused transfer-call back asap. (no activity)
 - * customer uploaded the error log. (no activity)
 - * I have attached a list of questions. (no activity)
 - * I tried looking up the CJDB014E error message. (no activity)
- Do not mark mentions of machines attempting some action. Example:
 - * sys down machine wont boot up. (no activity)
- Negative Examples:
 - * I stumbles across this reviewing log sources yesterday. (no activity here as "reviewing logs" is not really an action performed by the user on a hardware or a software.)
 - * when looking through logs it is receiving events. (no activity here for the same reason as in the above example.)
 - * recently purchased several B2B module licenses. (no activity for the same reason)
 - * I will provide the date/time as soon as I know. (no activity here for the same reason)
 - * I uploaded/collected the logs. (no activity, similar to attaching a screenshot)

REQUEST_ACTION

- A REQUEST_ACTION is something done, planned to be done, or possibly to be done by the IT team supporting the hardware or the software in response to an explicit demand or a request from the user/customer. Examples:
 - * [need to schedule service]/REQUEST_ACTION today.
 - * [Needs replacement drive]/REQUEST_ACTION.
 - * [cache battery might need replacement]/REQUEST_ACTION.
 - * [request onsite repair]/REQUEST_ACTION.
 - * [AIX need to have a power supply standby for the io drawer]/REQUEST_ACTION.
 - * [Could you please re-process our EPCMF file ASAP?]/REQUEST_ACTION
 - * [IOS cache battery pack of an i/o card needs to be replaced]/REQUEST_ACTION.
 - * [cache battery replacement]/REQUEST_ACTION.
 - * [Requesting to resolve this asap]/REQUEST_ACTION.
 - * [service to be done]/REQUEST_ACTION.
 - * We would [like someone at IBM to confirm that this data is being sent]/REQUEST_ACTION.
 - In the above example, the confirmation can only be done by performing certain actions, hence we mark it as REQUEST_ACTION.
 - * [Add Peter Notarangeli <peter.notarangeli@emdmillipore.com> to the No Location Alert process]/REQUEST_ACTION.
- Mark instructions user lists for the IT team to carry out a certain task as REQUEST_ACTION. Following is a multiple-line example:
 - Please [start the deployment after 1 PM AWST]/REQUEST_ACTION.

Special Instructions.

Deployment steps will be as below.

1. [bring maximo application down]/REQUEST_ACTION.
2. [Apply IFIX 014. -- TPAE_7609_IFIX.20190205-1143.im.zip]/REQUEST_ACTION
3. [Copy attached SMP to maximo]/REQUEST_ACTION.
4. [Run updatedb]/REQUEST_ACTION.
5. [Run the normal deployment step which we do regularly like cleanautoamtion script, deploy automation script etc.]/REQUEST_ACTION
6. [build ear]/REQUEST_ACTION.
7. [Deploy ear to websphere]/REQUEST_ACTION.

- o In the above example, the user asked the IT team to perform a deployment following certain instruction he/she provided.

• Negative examples:

- o See screengrab. (no mentions)
- o Please find the error log in the attachment. (no mentions)
- o After your green light I will agree with this customer an appointment for changing. (no mentions)
 - The above example doesn't explicitly request any action from the IT team. In general, statements showing agent's approval/readiness for customer to do something should not be marked as request action.
- o Please route to ECM Cloud Managed Service Support Team. (no mentions)
- o Requests for contact or about how to be contacted should not be marked. Examples:
 - * Please send email to Suhas: Suhas.Sahu@citi.com Nanaiah. (no mentions)
 - * Please add Jason Fugisawa as an interested party on this case jason.fujisawa@macys.com. (no mentions)
 - * Please contact me directly: Joe Smith smith@ibm.com. (no mentions)
 - * I would like a Webex session as soon as possible. (no mentions)
 - * Please send webex invitation to twink@changehealthcare.com and Renuka.Potluri@changehealthcare.com. (no mentions)
- o Requests for the IT team to direct or reroute a ticket should not be marked. Example:
 - * Please route to ECM Cloud Managed Service Support Team. (no mentions)
- o Requests specifying whom a case should be handled by should not be marked. Examples:
 - * Please assign the case to Geoffry WH Chong - "Geoffry WH Chong" <chongwhg@sg.ibm.com> (no mentions)
 - * Please assign to joseph.bucanelli@hcl.com We shared the issue with him in our weekly meeting. (no mentions)

REQUEST_ADVICE

- Used to mark requests from the user/customer to the IT-support team to advise on what to do with a hardware or software issue. In contrast to REQUEST_ACTION, the customer is asking: "tell me what to do" rather than: "do something for me." Examples:
 - * Please review attached data and [let us know what is the fix for the issue]/REQUEST_ADVICE.
 - * We want to find the cause of this problem and [need your help]/REQUEST_ADVICE.
 - * [Can we get administrator rights to do so]/REQUEST_ADVICE and if not [what is the process to get these Drivers installed]/REQUEST_ADVICE ?
 - * We [need to upgrade InfoSphere warehouse from 10.1 to 11.1]/REQUEST_ADVICE. [Is there a direct migration path from 10.1 to 11.1]/REQUEST_ADVICE ?
 - * [Is there documentation or guidance you can provide]/REQUEST_ADVICE ?
 - * Please [advise]/REQUEST_ADVICE.
 - * We are [looking to understand below groups members access privileges better in order to control there actions on the system]/REQUEST_ADVICE.
 - The purpose of the request here should be included in the REQUEST_ADVICE mention.
 - * [Consulting with LDAP error]/REQUEST_ADVICE.
 - The word "consulting" in the above example is an indication that the ticket writer is seeking information, i.e. REQUEST_ADVICE.
- Information requests the customer receives from the IT-Support team should also be marked as REQUEST_ADVICE. Examples:
 - * [Can you please provide the steps to reproduce this issue]/REQUEST_ADVICE ?
 - * [Exact date, time and timezone of when issue occurred]/REQUEST_ADVICE ?
- Simple inquires that lack imperative form of verbs from the user/customer to the It-support team are usually marked as REQUEST_ADVICE. Example:
 - * [is it still valid]/REQUEST_ADVICE.
 - * [Is this possible currently?]/REQUEST_ADVICE
 - * [Is there an official date when support for Query Studio will end?]/REQUEST_ADVICE
- Negative Examples:
 - * The expectation is that the associated Processing Window will NOT go to a Built state when this condition occurs to allow for manual intervention to take place to try and resolve the file/batch error before the Settlement extract runs.
 - The above example is not explicitly asking for an advice or an action and it is not exactly a symptom either because it is not mentioning a trouble or an observation. Mere expectations should be left unannotated.
 - * After your green light I will agree with this customer an appointment for changing. (no mentions)
 - The above example doesn't explicitly request any advice from the IT team. In general, statements showing agent's approval/readiness for customer to do something should not be marked as request advice.

SYMPTOM

- A symptom is a software/hardware problem, in relation to which the ticket is created. Signs that a software/hardware has a problem should also be marked as SYMPTOM in this domain. Examples:
 - * [issue with the tape drive]/SYMPTOM.
 - * [Unable to do back-ups]/SYMPTOM cust warmxferred to cat valley center.
 - * [AIX power supply failure /AIX 71 operating system]/SYMPTOM.
 - * [Some of the SFTP clients were not able to establish connections with the Sterling B2B Integrator SFTP Server]/SYMPTOM.
 - Note that it is important to include details on how many people experienced the issue when marking SYMPTOM mention.

- * See **Mention Span** for more examples.
- * We keep [having issues]/SYMPTOM lately.
 - Although the example above sounds too generic and gives no details on the nature of the issue, it is still a sign that there is a problem the ticket writer experiences.
- In sentences where both system-generated messages & users' own words co-exist, mark the entire error message (or log message denoting a problem) as SYMPTOM. Example:
 - * [this function does not work]/SYMPTOM, as i get every time the same notification [The applied segment is processing for all time periods for this report. Please check back later. You may continue to use non-segmented report while the segment processes.]/SYMPTOM.
 - Note that **LOG_FILE** region should be used instead if the sentence is composed of nothing but messages generated by the system.
- If only a recommended action is described, do not mark it as a symptom. Examples:
 - * IOS cache battery in an io card needs to be replace.
 - * need replacement fan/ps p/n 39j0859 mgr: roy moebus moebus@us.ibm.com dept ekfa ok to use my man #407619 ok to cru next day.
- Do not mark issues other than those, about which the customer contacts the IT support team. Example:
 - * When [viewing the funnel reports]/ACTIVITY, I saw data populating each stage of the funnel (except Buy -- known issue on our side there).
 - Although the exception mentioned in the above example is an issue, it should not be marked as a symptom because the customer did not contact the IT team for that reason.
- Guessing, suspecting, thinking, etc...
 - * Guessing the cause of a symptom should not be marked as a symptom or included in the SYMPTOM mention. However, other guesses carrying useful information about an existing symptom should be included. Examples:
 - * I'm guessing something is not jiving in our index/cleanup processes, but I'm not sure where I should begin. (no mentions)
 - In the above example, the ticket writer was guessing the cause of a symptom he reported.
 - * I suspect server is having some issues because my [Lotus Notes stopped responding]/SYMPTOM.
 - The issue the ticket writer wanted to report in the above sentence is that Notes was not responding. Whether or not the server was having issues should not be marked as anything.
 - * I guess [for at least 5 hours Windows has been trying to reboot]/SYMPTOM.
 - Although "for at least 5 hours" is a guess, it needs to be included in the mention because it's important information the IT team needs to know.
 - * We assume the [server hung]/SYMPTOM because of the [full swap space]/SYMPTOM.
 - In the above example, although the ticket writer was assuming that the full swap space caused the server hanging, both the cause and the caused are still two observed issues in this case.
- SYMPTOM vs ACTIVITY:
 - * A SYMPTOM mention may encompass one or more activities. In such a case, mark the entire span as SYMPTOM and use mention overlap to mark ACTIVITY
 Examples:
 - * [report fails with a login error every time I [run it with options (schedule it)]/ACTIVITY]/SYMPTOM .
 - In the above example, the whole span denotes a SYMPTOM, while "run it with options (schedule it)" is an ACTIVITY.
 - * [when [searching FT indexed db in a view (e.g. "(\$Sent)") on the mail server]/ACTIVITY, the view doesn't show all documents]/SYMPTOM
 - In the above example, the whole span denotes a SYMPTOM, while "searching FT indexed db in a view (e.g. "(\$Sent)") on the mail server" is an ACTIVITY.
 - * Negative example: [problems during the restarting of our Domino application server]/SYMPTOM
 - In the above example, "restarting of our Domino application server" should not be marked as activity since we are not sure if the restart was done by the user or automatically done.

TODO

- Use TODO when you are uncertain what other type to choose.
- TODO vs SKIP:
 - TODO is used to mark mentions that have a unique meaning, and yet somehow, too subtle to choose a type. SKIP is used to mark sentences that are too ambiguous to understand due to errors.

TOPIC

- Used to mark the first sentence in the document if, and only if, it is too vague to decide which entity type to choose based on that sentence alone. Examples
 - * [CastIron Appliance storage support]/TOPIC.
 - Based on the context in the above sentence one can't tell what "CastIron Appliance storage support" constitute, hence we mark it as TOPIC.
 - * [Password reset IBM Sterling Data Synchronization]/TOPIC.
 - It is not clear if the above sentence is a request of action/advice or an activity customer performed or intends to perform, so we mark it as TOPIC.
 - Following are a few more examples of TOPIC.
 - * [Disable Welcome Page - Existing Users]/TOPIC.
 - * [SQL Server database connection]/TOPIC.
 - * [FTP Site Configuration]/TOPIC.
 - * [Whitelist SFTP server]/TOPIC.
 - * [HMC/VIO supported Versions]/TOPIC.
 - * [Running Cognos in the Cloud on a n Azure Environment]/TOPIC.
- The entity type TOPIC can only be used to mark the first mention in the first sentence of a document. TOPIC can't be used if there's an entity type assigned to a previous mention.
 - * [Thinksystem sr650 found in offline state]/SYMPTOM, [service restored with power cable pull]/ACTIVITY - root cause investigation.. We [found one of our ThinkSystem Sr650's in an offline state, XCC also]/SYMPTOM.
 - "root cause investigation.." can't be marked as TOPIC in the above example because it was preceded by other mentions.

Counter examples:

- * [Sign On Problem]/SYMPTOM.
- * [Slow running process]/SYMPTOM

* [Active service running for 5 days by ADMIN ID in 26-P CCM]/SYMPTOM.

- Although the above phrases don't give much details, they are clear indications of a problem, so we mark them as SYMPTOM.

Negative example:

* Also Bought Product Data. (no mentions)

- None of the types we have in this domain covers buying a software, hence no mentions.\

Bad segmented sentences:

* Due to some document pre-processing errors, topics sometimes share the same HAT sentence with other text that belongs to the message body. In this case, only the topic sentence/phrase should be marked as TOPIC. Example.

* **[LDAPS Configuration Cognos 11.0.8]/TOPIC**. Have been following the IBM Configuration document to create the cert db for LDAPS Authentication:

<https://www-01.ibm.com/support/docview.wss?uid=swg21344083>

https://www.ibm.com/support/knowledgecenter/en/SSEP7J_10.1.1/com.ibm.swg.ba.cognos.inst_cr_winux.10.1.1.doc/t_stp_ssl_ldap.html but while trying to import the LDAP CA cert to cert8.db, it errors out with the following error.

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