



Open Science Grid

The OSG Stakeholders' Request System

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for the Project Office



Goals of the System

- Record and track requests from the OSG stakeholders (communities, internal offices, etc.) and provide updates to the requesters.
- Provide vital input to the project – all requests are being followed up by the OSG project teams
- Provide the process framework for the OSG project teams to follow up on requests
- Help flagging of upcoming issues like delays, conflicts, priorities, ... for the project office and the ET
- Provide statistics and insight on community interests
- Council members are encouraged to create requests for their communities / sites / projects on the web or via a GOC ticket.



Request Handling Process

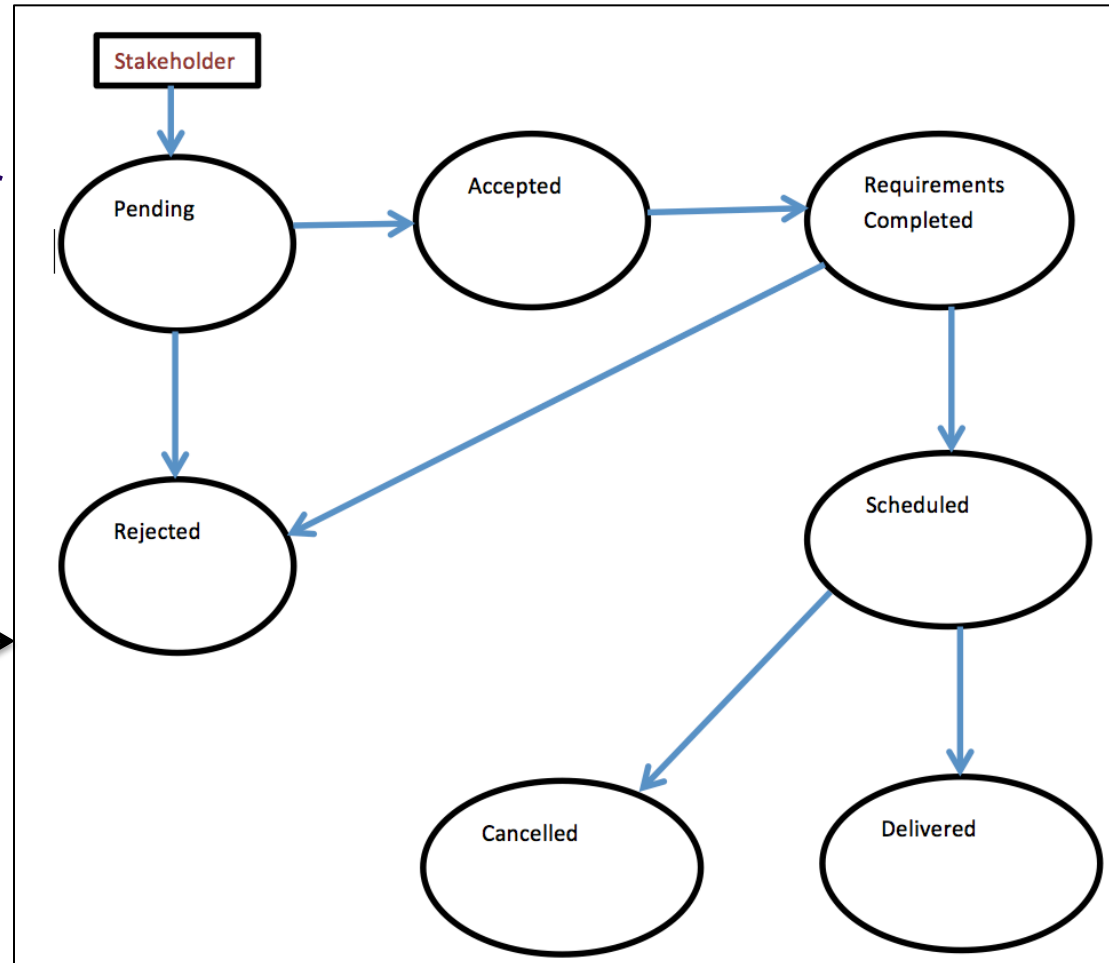
- Any new request is discussed among area coordinates and project office (weekly meeting)
- Requests are being assigned to areas and the status of requests is being tracked in the system
- The ET is kept in the loop for new and completed requests
- In case of requests being rejected, the decision can be appealed to the ET
- New requests generally spawn additional linked work items for the area coordinators' project tracking systems



Request attributes and workflow

REQUEST ATTRIBUTES

- Summary / Description
- Requester / Requester VO(s)
- Responsible OSG member / Assignee
- OSG Functional Area (Software, Tech., ...)
- Requirement URL
- Schedule URL / Due date
- Status / Workflow →





Implementation: OSG JIRA

- JIRA Project: “Stakeholder Requests”
- Requests are tickets
 - Requester can “watch” them
 - Provide automatic triggers / filters to generate the agenda for the AC meeting
 - Allows creation of a dashboard to keep track of request status (“Accepted older then 8 wks”, “Complete Requirements’ unchanged for 1 month”, “Due in 4 wks / past due”, “Pending”, ...)

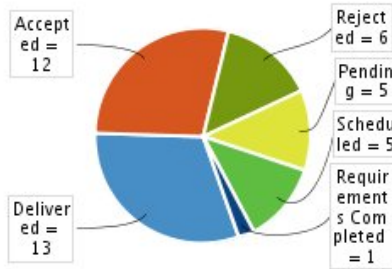
To create a request...

- Open a GOC ticket to get a JIRA account
 - Email: goc@opensciencegrid.org | Web: <http://ticket.grid.iu.edu/goc/submit>
 - Log on JIRA at <http://jira.opensciencegrid.org/browse/REQUESTS>
 - Click create “Request” (top-right)
-
- **Definitions:**
<https://osg-docdb.opensciencegrid.org:440/cgi-bin/ShowDocument?docid=1061>
 - **Request system:**
<http://jira.opensciencegrid.org/secure/Dashboard.jspa?selectPageId=10030>



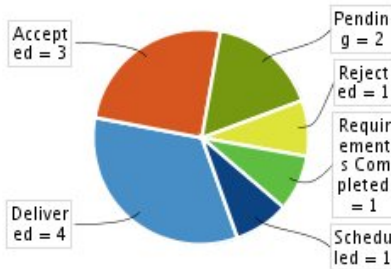
Statistics

Pie Chart: All OSG Stakeholder Requests



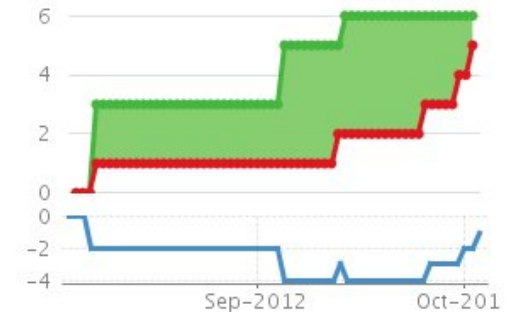
Total Issues: 42 Statistic Type: Status

Pie Chart: Stakeholder requests for Production tasks



Total Issues: 12 Statistic Type: Status

Created vs. Resolved Chart: All OSG Stakeholder Requests



Issues: 5 created and 6 resolved

Period: last 60 days (grouped Daily)

Average Age Chart: All OSG Stakeholder Requests



This chart shows the average number of days issues were unresolved for over a given period.

Period: last 60 days (grouped Daily)

Heat Map: All OSG Stakeholder Requests

Adam Mercer Aidan Robson Andrea Dotti Armando Fella **Brian Bockelman** Burt Holzman Chander Sehgal Dan Fraser Derek Weitzel Diego Alberto Rincon Yanez Frank Wuerthwein Jason A. Smith Margaret Votava **Michael Ernst** Mine Altunay Miron Livny Rob Gardner **Ruth Pordes** Steven Timm **None**

There are 20 distinct 'Requester' values in 42 Issues

Issue Statistics

Statistics: All OSG Stakeholder Requests (Assignee)

Alain Roy	4	17%
Brian Bockelman	3	13%
Chander Sehgal	2	9%
Dan Fraser	3	13%
Gabriele Garzoglio	5	22%
Mine Altunay	2	9%
Rob Quick	1	4%
Tanya Levshina	1	4%
Tim Cartwright	1	4%
Unassigned	1	4%

Total Issues: 23