

This document details how information is passed between the problem tracking systems at Fermilab (Remedy) and the University of Indiana (FootPrints). Tickets can be submitted from one system to the other and updates in one system are passed to the corresponding ticket in the other system.

The process was designed to prevent us from having to make exceptions when working Footprints tickets assigned to Fermilab or USCMS. Following standard procedures for working tickets are followed throughout this process.

Creating and Updating Remedy Tickets:

The Footprints ticket must be assigned to Fermilab or USCMS Assignees (never use both!). Fermilab and USCMS use the same Remedy ticket system, so assigning both Assignees to tickets is unnecessary. Use the Destination VO Support Center field to specify which Support Center is responsible for the ticket.

Other than assigning Fermilab or USCMS, there's nothing special required.

A perl script on Fermilab's end parses the incoming email to see if the status is anything other than "Closed" or "Resolved" and if there is no ticket number in the Destination Ticket Number field matching that of a Remedy ticket, a new Remedy ticket is opened. If a matching ticket number is found, it appends the incoming update to the existing Remedy ticket.

IMPORTANT: The Remedy scripts parse out the description by looking for data that comes after "Footprints Ticket Description:" but before "Assignees: ..." so no changes should be made to the Assignees email templates in the OSG Footprints project without careful consideration and prior notification to the Fermilab group so that they may have adequate time to update their script.

Closing tickets:

Nothing special is required. Working a ticket just as you normally would, change the Status to "Resolved" or "Closed" (the Resolved status triggers an escalation rule that sends the customer a canned response telling them we've closed their ticket and it gives them information on how to contact us if their issue isn't resolved or if they have feedback.) Fermilab's perl script will see the status of "Resolved" or "Closed" and update and close the Remedy ticket, appending the Footprints description to their ticket.