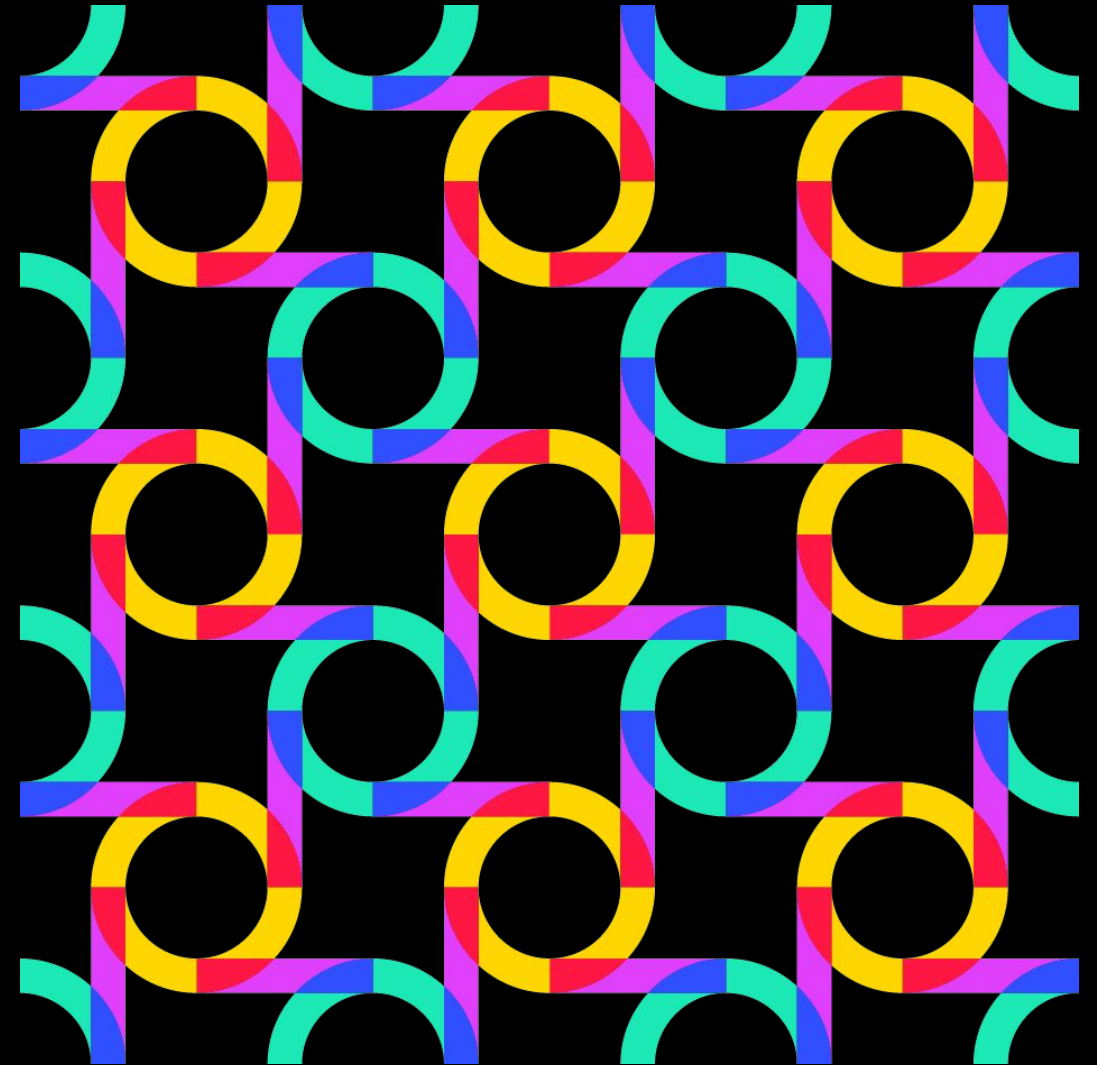


i4Trust – Multi-tier support

Juanjo Hierro - CTO FIWARE Foundation

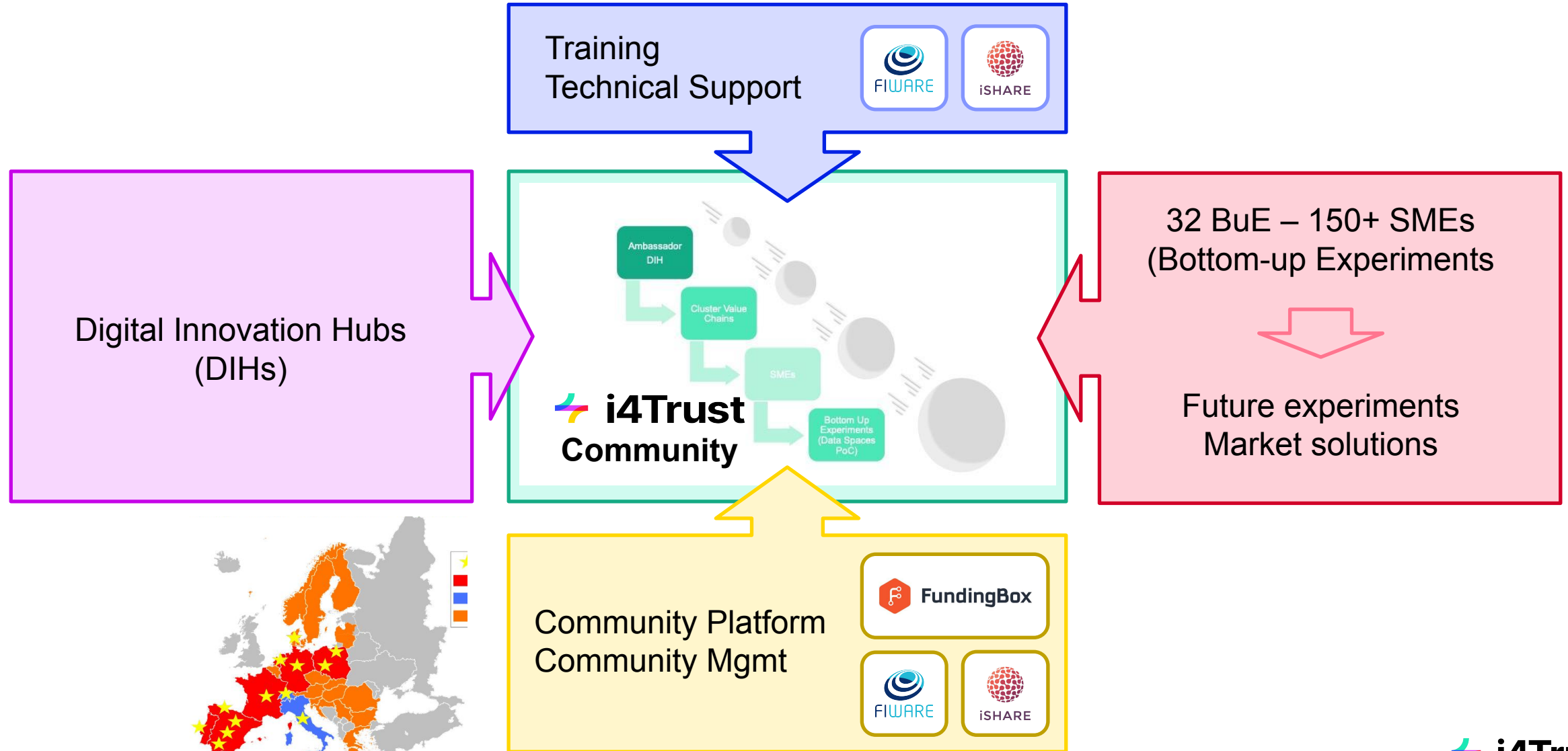


i4Trust Website

i4Trust Community

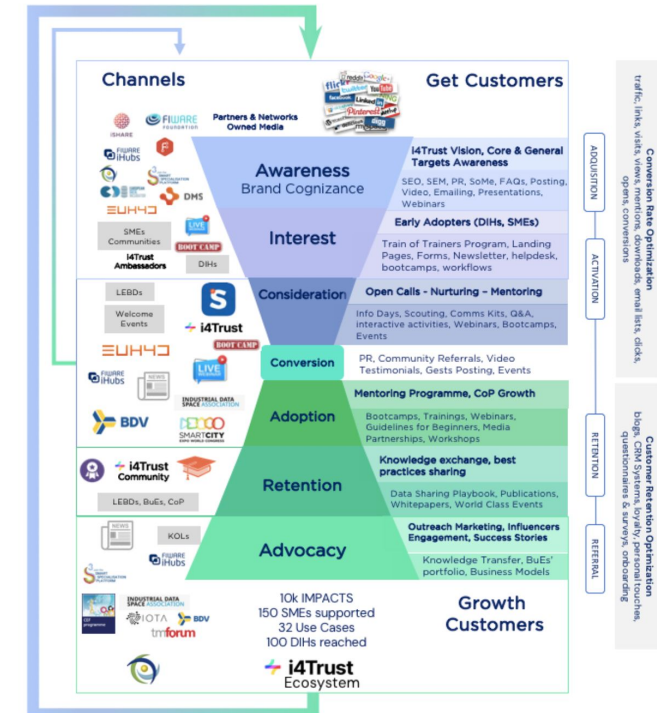


Going beyond the technology: a vibrant Community



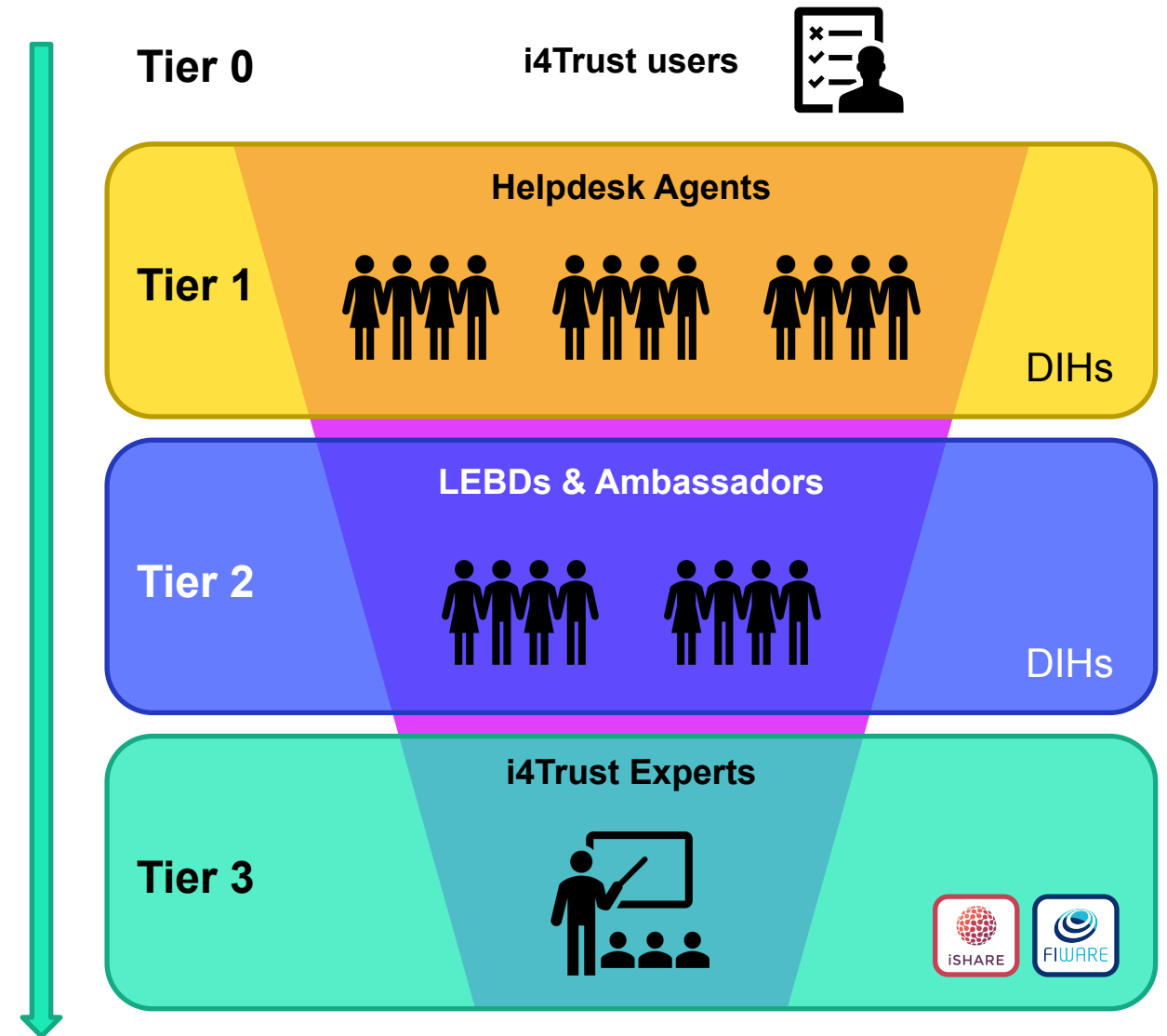
Towards a sustainable i4Trust Community

- Adequate support is essential to create trust on our Community
 - Technical support, e.g.:
 - How can my organization join an i4Trust Data Space as participant?
 - How can our organizations setup services supporting a i4Trust Data Space?
 - Non-technical support, e.g.:
 - How can my organization create new value out of sharing data?
 - How can governance of an i4Trust Data Space be defined?
- Such support should cover target audiences:
 - Organizations willing to operate/govern i4Trust Data Spaces
 - Organizations willing to participate in i4Trust Data Spaces
 - DIHs that may join the Community
- DIHs are called to play a essential role in providing the necessary support to grow the i4Trust Community and i4Trust adoption:
 - iSHARE and FIWARE Foundations alone not enough to handle scale
 - It shouldn't be seen by DIHs as a problem/burden: it is an opportunity



Multi-tier support overview

- **Tier 0 – Self-help by own users**
- **Tier 1 – Basic helpdesk resolution**
- **Tier 2 – In-depth business or technical support**
- **Tier 3 – Expert service support**



Tier 0 – Self-help

- Users (SMEs or DIHs) can directly retrieve support information from i4Trust Community websites or other technical sources:
 - [i4Trust.org](https://i4trust.org):
 - Technology - Training
 - FAQ
 - Resources
 - ...
 - Previous Q&A's formulated on [i4Trust Helpdesk space](#) (via JIRA?)
 - Previous Q&A's about FIWARE components on [StackOverflow](#)
- In the event they don't find answer to their questions, they formulate them in the official i4Trust Helpdesk space
- Whenever a question is formulated, a JIRA ticket will be created to keep track how that question is handled by Tiers 1-3
 - Hint: wait until JIRA ticket is created and a first reply is published to a formulated question where link the JIRA ticket is included



i4Trust Helpdesk space

i4Trust

i4Trust Helpdesk

i4Trust Helpdesk

Open Call Helpdesk

i4Trust Updates

News & Events

Introduce yourself

Meet the partners

DIHs Working Group

DIH Working Group

Community Spaces

Helpdesk test

i4Trust General Coordination

Collections

Explore

Categories

Collections

Tags

Member directory

About

About i4Trust

Privacy policy

Explore

Search the Community

I4Trust / I4TrustHelpDesk / I4Trust Helpdesk

i4Trust Helpdesk

Support space to ask questions about i4Trust

New

Questions i4Trust General

Questions i4Trust Technical

Questions i4Trust Data Space

All

@rosavi in DIH Helpdesk 2 months ago

@vincentdemortier in Questions i4Trust Data Spaces 5 days ago

@mannix in Questions i4Trust Technical 1 month ago

This question will be published in: I4Trust / i4Trust Helpdesk

Publish

Cancel

Submit a new question

Title

Add a hero image. It should be at least 1440px wide and 512px tall

Upload image

H B I

Write here...

Markdown

WYSIWYG

Tags

Select up to 5 tags to help people find this content

Allow this community members to edit this question

Select members

6

Managing support via trouble-ticketing system (JIRA)

The screenshot displays the JIRA web interface. At the top, the navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Service Desk', and 'Agile'. The 'Create' button is highlighted with a purple circle and an arrow pointing to it with the text 'Ability to create tickets'. On the left sidebar, under 'Issues: Open Issues', a list of issues is shown, with 'ITRUST-12' and 'Train the Trainers sessions videos' circled in purple. An arrow points to this list with the text 'List of open issues'. The main content area shows the details for issue 'ITRUST-12', titled 'Train the Trainers sessions videos'. The issue type is 'Task', priority is 'Major', and status is 'TO DO'. The description includes a URL: 'https://spaces.fundingbox.com/spaces/i4trust-i4trust-helpdesk/60880d8483c3064099078066', which is also circled in purple. An arrow points to this URL with the text 'Questions issued on the i4Trust Helpdesk space have an URL to be added to the description of the ticket on JIRA'. The right sidebar shows the 'People' section with 'Assignee: Unassigned' and 'Reporter: Juanjo Hierro'.

Managing support via trouble-ticketing system (JIRA)

The screenshot displays the JIRA web interface. At the top, the navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Service Desk', and 'Agile', with a 'Create' button. A search bar is on the right. The left sidebar shows 'Issues: Open Issues' with a list of tickets, including 'ITRUST-12' and 'ITRUST-11'. The main content area shows the details of 'ITRUST-12' titled 'Train the Trainers sessions videos'. Annotations with arrows point to specific features: 'Assignment of tickets' points to the 'Assign' button; 'Execution of actions on workflow' points to the 'Start Progress' and 'Done' buttons; 'Priority assigned to the JIRA ticket' points to the 'Priority: Major' field; 'Ability to add comments (recommended for each transition)' points to the 'Comments' tab in the 'Activity' section; and 'JIRA user the ticket has been assigned to' points to the 'Assignee: Unassigned' field with the 'Assign to me' link.

Issues: Open Issues ▾

Order by Priority ▾

ITRUST-12
Train the Trainers sessions videos

ITRUST-11
What is the procedure for a DIH to get testing cre...

View all issues and filters

Assignment of tickets

Execution of actions on workflow

Priority assigned to the JIRA ticket

Ability to add comments (recommended for each transition)

JIRA user the ticket has been assigned to

Details

Type: Task

Priority: Major

Status: TO DO (View Workflow)

Resolution: Unresolved

Description

Hi,

I would like to know if the sessions will be available on video soon for the ones that can't attend a particular day and want to keep the pace.

Thanks

<https://spaces.fundingbox.com/spaces/i4trust-i4trust-helpdesk/60880d8483c3064099078066>

Activity

All Comments History Activity Transitions

There are no comments yet on this issue.

Comment

People

Assignee: Unassigned
[Assign to me](#)

Reporter: Juanjo Hierro

Votes: 0

Watchers: 1 [Stop watching this issue](#)

Dates

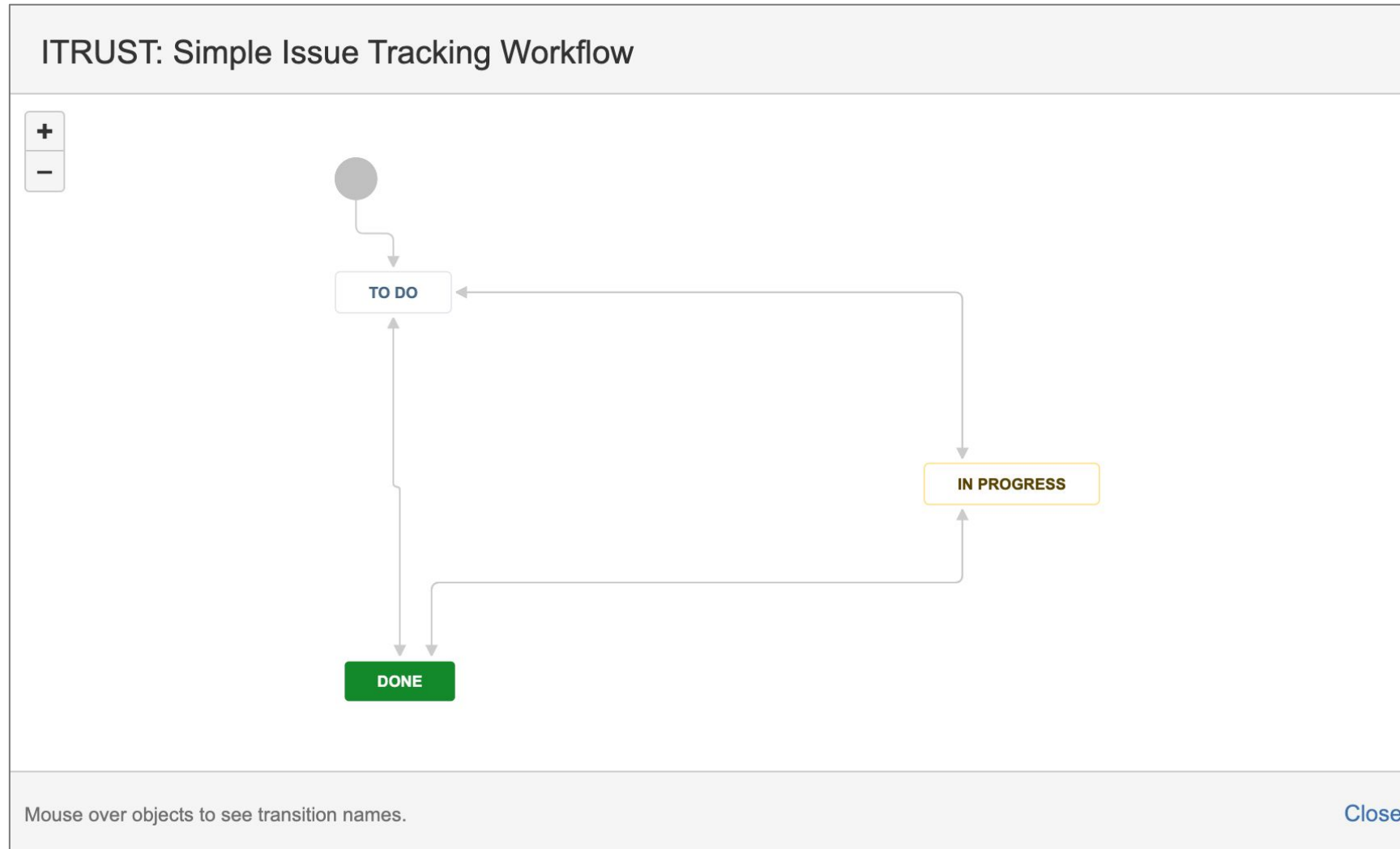
Created: 3 minutes ago

Updated: 3 minutes ago

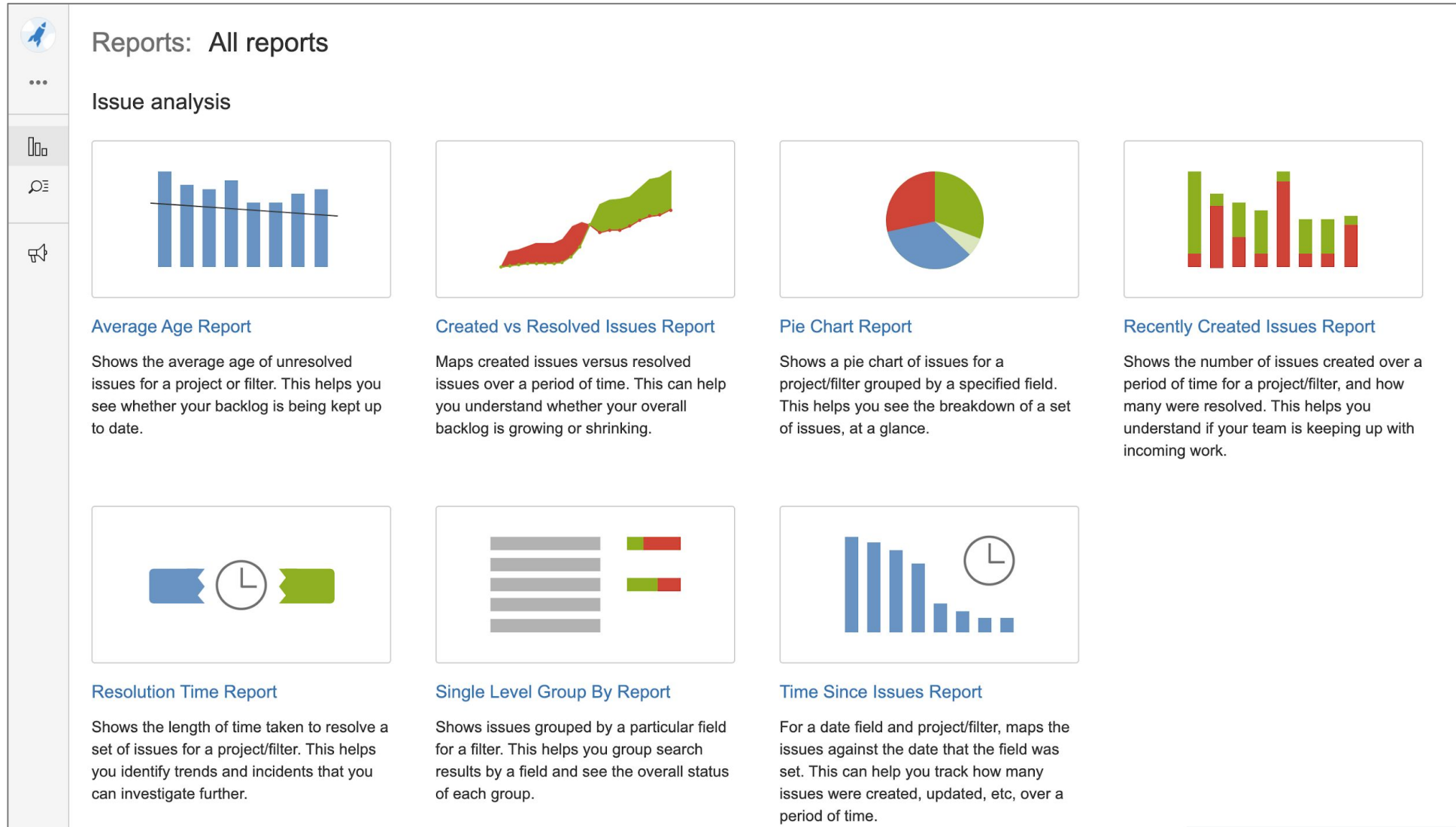
Agile

[View on Board](#)

Basic JIRA ticket workflow



Goal: being able to monitor and report on handling of tickets



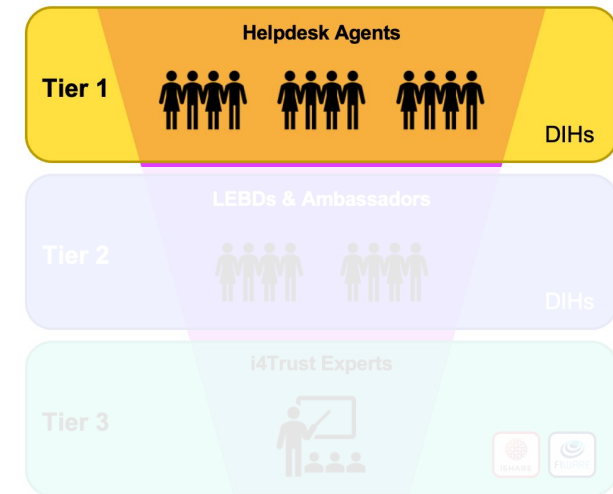
Notes regarding JIRA

- DIHs will be assigned a user account in the ITRUST JIRA project that has been created:
 - <DIH-id>.Helpdesk
- A JIRA ticket will be created whenever a request is formulated on the i4Trust Helpdesk space and the ticket id (ITRUST-<number>) will be reported to the user as a first answer.
- The DIH that decides to handle a request should first self-assign the corresponding ticket on JIRA



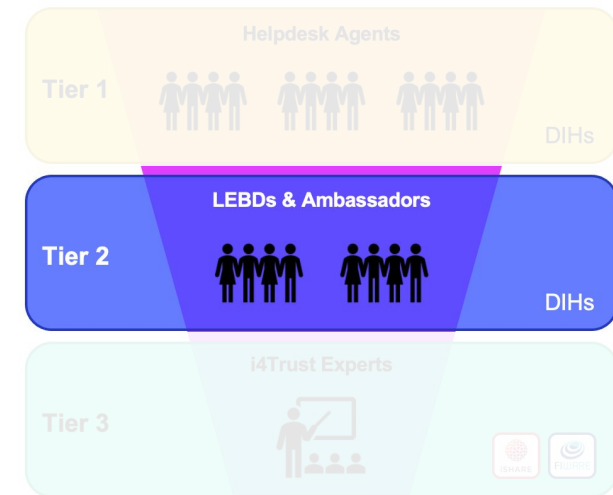
Tier 1 – Basic help resolution

- Support is collaborative, so requests that arrive through the help-desk space can be self-assigned by any of the DIHs in the Community:
 - DIHs have the opportunity to connect with the given organization
 - Note that several organizations may be able to answer a given question
- DIHs may allocate people at this Tier managing the requests according to defined support scripts (e.g., check whether answer to the question is part of a published FAQ) and forwarding the request to the next tier if they don't find a standard answer
- If a given request does not get self-assigned until a certain time, experts from i4Trust core partners will self-assign it
- When a SME issues a request and it doesn't get satisfied with the answer they will be able to signal it (so that experts from i4Trust core partners can answer)



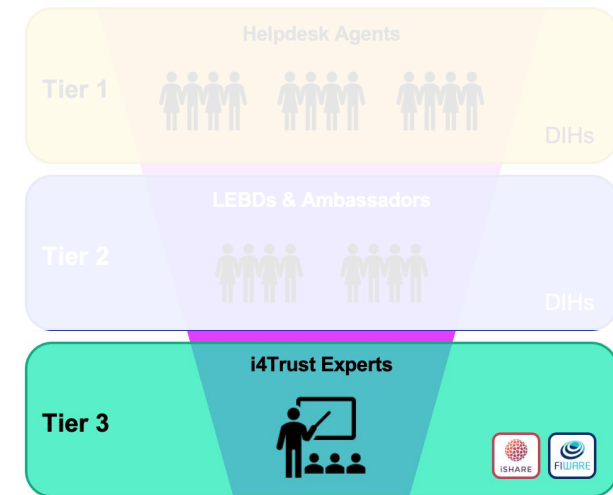
Tier 2 – In-depth technical or business support

- DIHs should allocate people at Tier 2 able to handle requests assigned to them (forwarded) by people at Tier 1
 - Ambassadors will attend business-oriented requests
 - LEBDs will attend the technical-oriented requests
- People at Tier 2 are also able to directly self-assign a request from a given user
- If they feel like they don't know how to handle a request, they can assign the request (JIRA ticket) to i4Trust core partners for solving it by means of assigning it to a designated JIRA user
- When a SME issues a request and it doesn't get satisfied with the answer they should be able to signal it (so that experts from i4Trust core partners can answer)



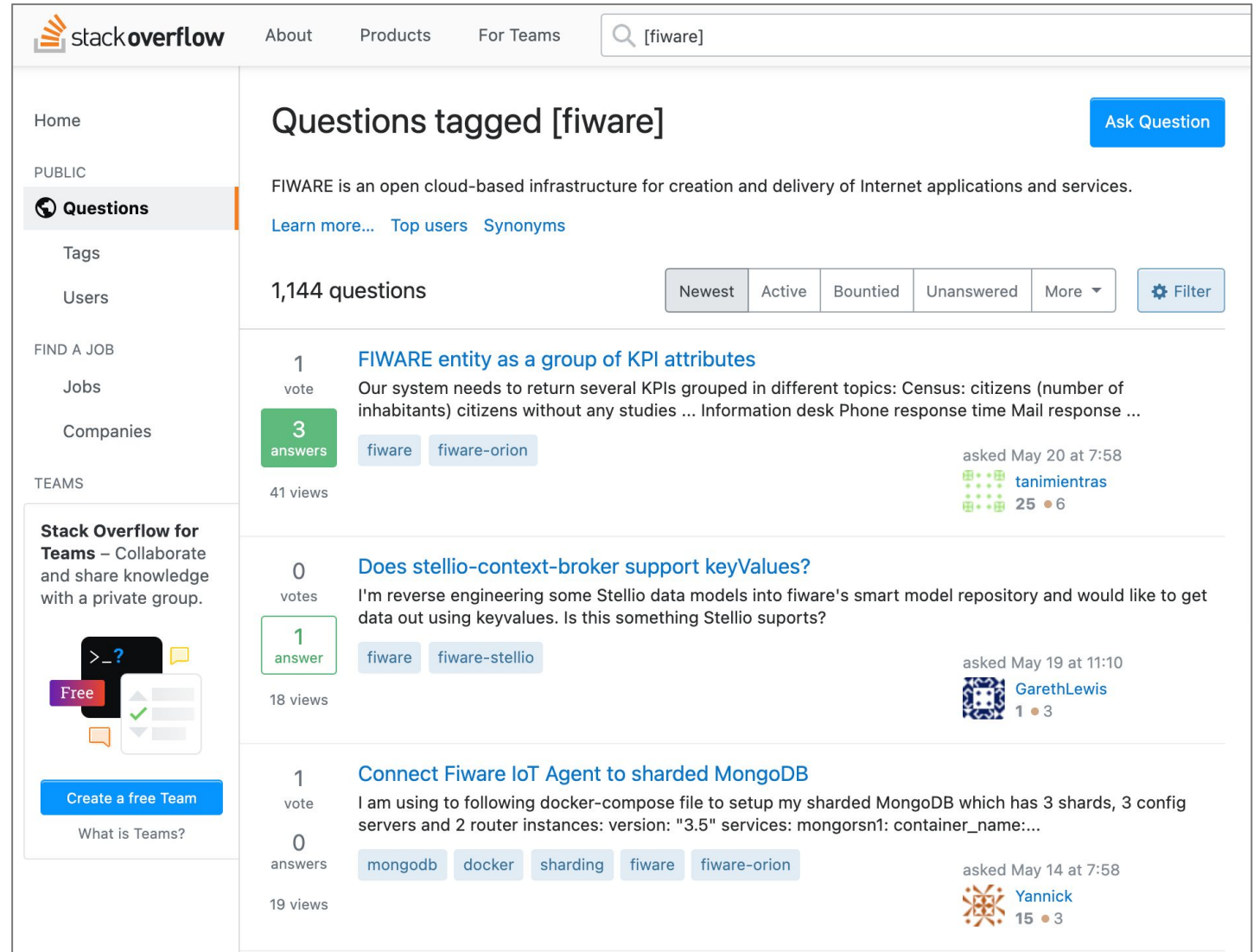
Tier 3 – Experts Service Support (i4Trust core partners)

- i4Trust core partners will allocate people at Tier 3 able to handle requests assigned to them (forwarded) by people at Tier 1
- People at Tier 3 are also able to directly self-assign a request from a given user
- Questions in connection to FIWARE components may be handled via existing FIWARE support channels:
 - Users may be requested to formulate their questions on [StackOverflow](https://stackoverflow.com) where a curated body of knowledge is being generated for FIWARE components
 - Some tickets may be forwarded to the FIWARE Tech Helpdesk



StackOverflow

- StackOverflow is reserved for rather curated questions
- If you have doubts, don't hesitate to forward the request to Tier 3 and we will decide whether the question is suitable for that forum



The screenshot shows the Stack Overflow interface with the search bar set to '[fiware]'. The left sidebar contains navigation links: Home, PUBLIC, Questions (selected), Tags, Users, FIND A JOB, Jobs, Companies, and TEAMS. The main content area displays 'Questions tagged [fiware]' with a description of FIWARE and a list of 1,144 questions. The questions are filtered by 'Newest' and include tags like 'fiware', 'fiware-orion', 'mongodb', 'docker', and 'sharding'. The first question is 'FIWARE entity as a group of KPI attributes' with 3 answers and 41 views. The second question is 'Does stellio-context-broker support keyValues?' with 1 answer and 18 views. The third question is 'Connect Fiware IoT Agent to sharded MongoDB' with 1 answer and 19 views.

stackoverflow About Products For Teams [fiware]

Home

PUBLIC

Questions

Tags

Users

FIND A JOB

Jobs

Companies

TEAMS

Stack Overflow for Teams – Collaborate and share knowledge with a private group.

Free

Create a free Team

What is Teams?

Questions tagged [fiware]

FIWARE is an open cloud-based infrastructure for creation and delivery of Internet applications and services.

[Learn more...](#) [Top users](#) [Synonyms](#)

1,144 questions

Newest Active Bountied Unanswered More Filter

1 vote

FIWARE entity as a group of KPI attributes

Our system needs to return several KPIs grouped in different topics: Census: citizens (number of inhabitants) citizens without any studies ... Information desk Phone response time Mail response ...

3 answers

fiware fiware-orion

asked May 20 at 7:58

25 6

0 votes

Does stellio-context-broker support keyValues?

I'm reverse engineering some Stellio data models into fiware's smart model repository and would like to get data out using keyvalues. Is this something Stellio supports?

1 answer

fiware fiware-stellio

asked May 19 at 11:10

1 3

1 vote

Connect Fiware IoT Agent to sharded MongoDB

I am using to following docker-compose file to setup my sharded MongoDB which has 3 shards, 3 config servers and 2 router instances: version: "3.5" services: mongorsn1: container_name:...

0 answers

mongodb docker sharding fiware fiware-orion

asked May 14 at 7:58

15 3

Summary

- Support tasks bring a great opportunity to connect to potential i4Trust users and engage with them
- It is a collaborative effort:
 - don't ask only what the i4Trust Community can do for you but also what you can do for the i4Trust Community
 - i4Trust core partners will always be there for help!
- Connection of the i4Trust Helpdesk space with JIRA will ensure proper management following a multi-tier approach
- A constant monitoring on progress handling JIRA tickets will pave the way for success in giving support to our users!



Thank you!

Follow @i4Trust on Twitter
Visit <https://i4Trust.org>

Contact of coordinator: juanjose.Hierro@fiware.org

