JUST SUBMIT A TICKET

USERS DO SCIENCE - PERIOD

- The reason people are using our systems is to do science

- They will do what it takes to get their work done:

  - Fastest

  - Easiest

  - Best

  - Least interaction with people

BLUNTLY

- It is not the user's job to fix a machine

- It is not our job to fix a vendor`s problem

- It is not the user's job to fix the ticketing "system"

- It is often easier to live with a problem then deal with fixing it

TICKET - DID THAT ONCE

- Users may submit a ticket

- If they don't have a good experience they won't do it again

  - Problem not resolved

  - What we have here is a failure to communicate

TICKET RESPONSES SENT TO ME

- All of these really did happen

- Paraphrased to make a point

- From various places

- Respondents have various levels of experience

- No! I am not going to name names

SOME RESPONSES

- Why do you want to do that?

- This is only a problem for you so we will not fix it.

- This software will be discontinued soon so we will not fix it.

- Our company just got bought by XXX and we are dropping that product line

SOME RESPONSES

- That actually is a problem with XXX's software and we don't have any control over it.

- We want to help. Let's schedule a meeting to discuss YOUR problem.

- That's too hard to fix.

- You are part of the install group. Fix it yourself.

- That will be fixed in next year's version of the software.

SOME RESPONSES

- I need to discuss YOUR problem with my colleges to find out what the #$%@ you are talking about.

- "What's MPI?"

- "Why don't you use the normal C compiler not mpicc?"

SOME RESPONSES

- "Use version 7 of the compiler not 8."

- We, in our wisdom, don't let you do that. It is to protect you.

- "Our computing experts can **not** be reached by email. You can try and call them. Let me know if no one answers the phone."

SOME RESPONSES

- "You are only allowed one (1) problem at a time"

- "In general we don't recommend preforming compiles on the our file system"

- You are correct. The standard says that is legal but we did not think anyone would try to do it.

My "Favorite"

- Starting a few days ago, a number of people have reported this problem. None of them have seen this happen before. Our investigation leads us to believe the following:

  - Clearly, you are all idiots and you are doing something wrong.