

WIS2 GISC Watch Guide

World Meteorological Organization

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Chapter 1. PART 0. Introduction

The overall service performance of the WMO Information System 2.0 (WIS2) relies on the operational quality of all Global Services. The WIS2 monitoring procedure was launched in April 2025, succeeding the WIS1 Watch, which had been active from 2017 through 2024. This Guide was first developed in 2020 to standardize the procedures for GISC Watch operation in accordance with the Resolution 57 (Cg-18) and the feedbacks from GISC based on their experience of the WISC Watch practice. This 2025 edition aims at adapting the procedures to WIS2. It is intended to assist GISCs in fulfilling their GISC Watch responsibilities.

This guide presents the procedures to be used:

1. Procedures for Take over
2. Procedures for Monitoring
3. Procedures for Issue Management
4. Procedures for Hand over
5. Procedure for Escalation

Chapter 2. PART I. Procedures for Take over

Procedure to use when a GISC starts its GISC watch period:

(a). Take over the GISC Watch duty according to the agreed roster.

The GISC Watch roster is available here: https://community.wmo.int/en/activity-areas/wis/gisc_watch

(b). Handover acknowledgement

- Accept the hand-over-report from previous GISC
- Send an acknowledgement to confirm receipt.

Note: To ensure the continuity of GISC Watch, the incoming GISC must begin monitoring duties at the start of its roster period even if the handover email/report has not yet been received.

Sample takeover email:

From: GISC Beijing
To: GISC Toulouse
Cc: gisc-ops@groups.wmo.int,wis@wmo.int
Subject: GISC WATCH Takeover (16-30 April) confirmed: GISC Watch Report 01-15 April 2025

Dear GISC Toulouse,
Thank you for your efforts and the handover report.
GISC Beijing will take over the duty from April 16th to 30th 2025.
Best regards,
GISC Beijing

(c). Review open tickets

At the beginning of its monitoring period, review any open tickets from the previous period.

Chapter 3. PART II. Procedures for Monitor

Procedure to use by the GISC on duty during the monitoring period.

Basic Principles:

1. The GISC Watch's goal is focusing on the Global Services level (Global Broker, Global Cache, Global Discovery Catalogue, Global Monitoring).
2. Issues regarding data coming from WIS2Nodes are managed by GISCs according to their AoR (Area of Responsibility). The GISC Watch can pinpoint issues to the GISCs, but this is not mandatory.
3. A large part of the monitoring activity is already performed on the Global Monitoring level, with JIRA tickets to be automatically initiated.

The following table shall be filled in, by checking Global Monitoring metrics (see detailed information how to get the figures after the table):

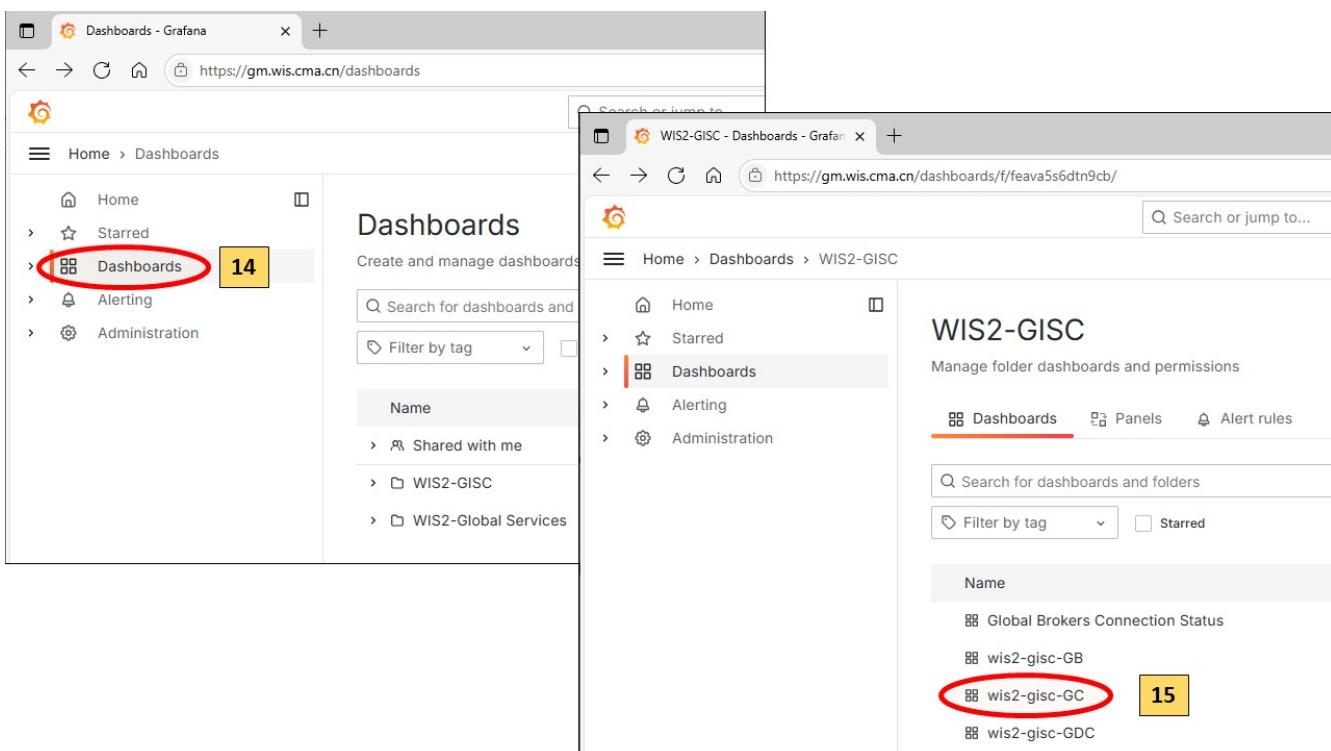
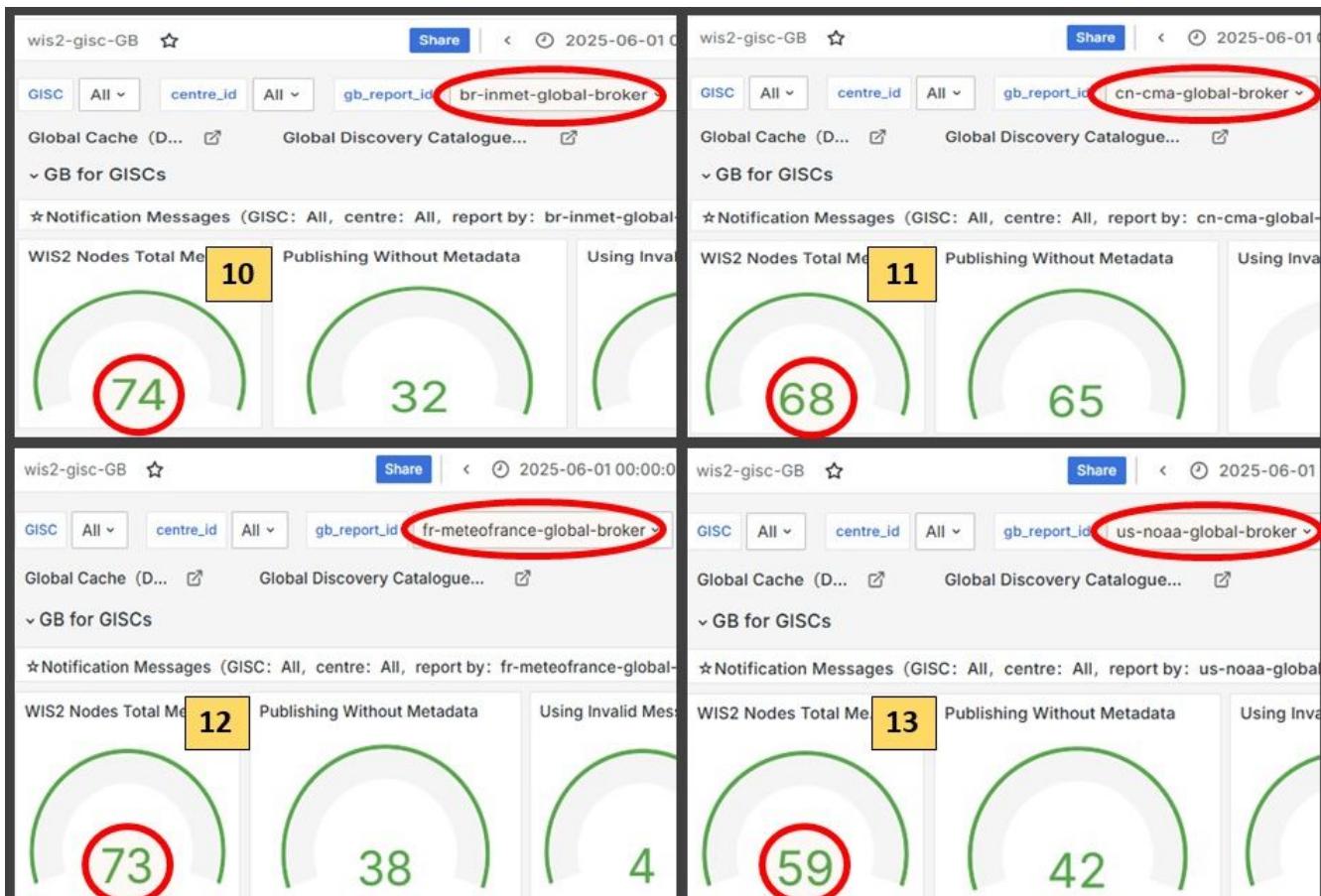
For GM-China Dashboard:

The figure consists of five screenshots illustrating the navigation steps to select a dashboard in Grafana:

- Screenshot 1:** Shows the Grafana login screen at <https://gm.wis.cma.cn>. A yellow box labeled '1' highlights the logo. A red circle highlights the 'Home' button in the top left corner of the main content area.
- Screenshot 2:** Shows the Grafana home page after logging in. A yellow box labeled '2' highlights the 'Home' button in the top left corner of the main content area.
- Screenshot 3:** Shows the Grafana sidebar menu. A red circle highlights the 'Dashboards' option under the 'Home' section. A yellow box labeled '3' highlights the 'Dashboards' button in the top right corner of the main content area.
- Screenshot 4:** Shows the 'Dashboards' page. A red circle highlights the 'Shared with me' section. A yellow box labeled '4' highlights the 'Shared with me' link in the 'Name' column of the dashboard list.
- Screenshot 5:** Shows the 'Dashboards' page with the 'wis2-gisc-GB' dashboard selected. A red circle highlights the 'wis2-gisc-GB' link in the 'Name' column of the dashboard list. A yellow box labeled '5' highlights the 'wis2-gisc-GB' link in the 'Name' column of the dashboard list.

This screenshot shows a Grafana dashboard titled "wis2-gisc-GB - WIS2-GISC - Dashboards". The top right corner features a dropdown menu for selecting a time range, with "Last 6 hours GMT" highlighted by a yellow box and a blue arrow pointing to it. A red circle highlights the date "1" in the calendar view. A red oval highlights the "Apply time range" button. Below the time range selector is a list of brokers: "br-inmet-global-broker", "cn-cma-global-broker", "fr-meteofrance-global-broker", and "us-noaa-global-broker". The main area contains several gauge charts: "WIS2 Nodes Total Messages" (74), "Publishing Wi" (66), "WIS2 Nodes Total Messages" (73), "Publishing Without Metadata" (38), "Using Invalid Message For..." (4), "Using Invalid Mess..." (2), and "Silent (no msg over..." (1). The bottom right corner shows the location "Africa/Accra Ghana, GMT" and the UTC offset "UTC+00:00".

This screenshot shows the same Grafana dashboard after applying a custom time range. The time range selector now displays "2025-06-01 00:00:00 to 2025-06-01 23:59:59 GMT". The broker list has been updated to include "Enter variable value" at the top, with the previous entries: "br-inmet-global-broker", "cn-cma-global-broker", "fr-meteofrance-global-broker", and "us-noaa-global-broker", listed below it.



wis2-gisc-GC

Share | Last 24 hours GMT 16

Select a time range | Absolute time range | Search quick ranges

From: 2025-06-01 00:00:00 | To: 2025-06-01 23:59:59

Apply time range

Global Broker (Notification me...)

GC for GISCs

Data Downloaded (GISC: All, centre_id: All, report_by: cn-cma-global-cache)

WIS2 Node

16

wis2-gisc-GC - WIS2-GISC - Dash

https://gm.wis.cma.cn/d/fep7ndffdb0g0f/wis2-gisc-gc?orgId=1&from=1748736000000&to=1748822399000

Search or jump to... | ctrl+k

Home > Dashboards > WIS2-GISC > wis2-gisc-GC

Share | 2025-06-01 00:00:00

Home | Starred | Dashboards | Alerting | Administration

GISC | All | centre_id | All | gc_report_id | Enter variable value

Global Broker (Notification me...)

GC for GISCs

Data Downloaded (GISC: All, centre_id: All, report_by: cn-cma-global-cache)

WIS2 Nodes Total Downloaded

cn-cma-global-cache
data-metoffice-noaa-global-cache
de-dwd-global-cache
jp-jma-global-cache
kr-kma-global-cache
sa-ncm-global-cache

wis2-gisc-GC

Share | 2025-06-01

GISC | All | centre_id | All | gc_report_id | cn-cma-global-cache

Global Broker (Notification me...)

GC for GISCs

Data Downloaded (GISC: All, centre_id: All, report_by: cn-cma-global-cache)

WIS2 Nodes Total Downloaded 17

67

wis2-gisc-GC

Share | 2025-06-01 00:00:00

GISC | All | centre_id | All | gc_report_id | data-metoffice-noaa-global-cache

Global Broker (Notification me...)

GC for GISCs

Data Downloaded (GISC: All, centre_id: All, report_by: data-metoffice-noaa-global-cache)

WIS2 Nodes Total Downloaded 18

72

wis2-gisc-GC

Share | 2025-

GISC | All | centre_id | All | gc_report_id | de-dwd-global-cache

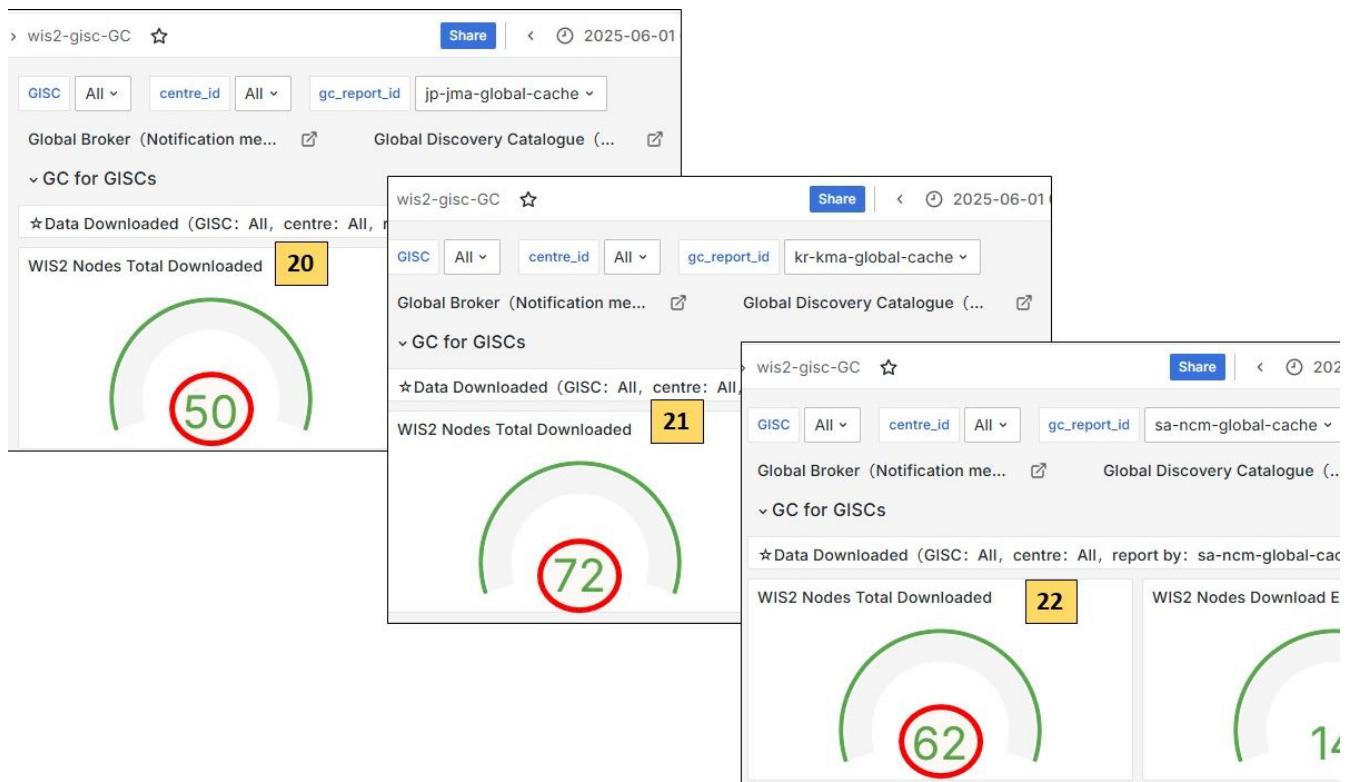
Global Broker (Notification me...)

GC for GISCs

Data Downloaded (GISC: All, centre_id: All, report_by: de-dwd-global-cache)

WIS2 Nodes Total Downloaded 19

No data



Global Service	Roster start	Optional additional dates	Roster end
Global Monitorings Test source	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GM China GISC https://gm.wis.cma.c	connect ok		
GM China GS https://gm.wis.cma.c	connect ok		
GM Morocco GISC http://wis2gmc.maroc	connect ok		
Global Brokers			
Availability based on « WIS2 Nodes Total M	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GB Brazil GM China	74		
GB Brazil GM Morocco			
GB China GM China	68		
GB China GM Morocco			
GB France GM China	73		
GB France GM Morocco			
GB US GM China	59		
GB US GM Morocco			
Global Caches			
WIS2 Nodes Total Downloaded over past 24	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GC CN CMA GM China	67		
GC CN CMA GM Morocco			
GC MO NOAA US/UN GM China	72		
GC MO NOAA US/UN GM Morocco			
GC DE DWD GM China	No data		
GC DE DWD GM Morocco			
GC JP JMA GM China	50		
GC JP JMA GM Morocco			
GC KR KMA GM China	72		
GC KR KMA GM Morocco			
GC SA NCM GM China	62		
GC SA NCM GM Morocco			
Global Discovery Catalogue	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GDC EC https://wis2-gdc.wet	connect ok		
GDC CMA https://gdc.wis.cma.c	connect ok		
GDC DWD https://wis2.dwd.de/g	connect ok		

For GM-Morocco Dashboard:

<https://wis2gmc.marocmeteo.ma>

1

Welcome to Global Monitor
Morocco

Email or username
gisc-user

Password

Logging in...

[Forgot your password?](#)

2

Home > Dashboards

Dashboards

Create and manage dashboards to visualize your data

Search for dashboards and folders

Name	Tags
Shared with me	wls2-gisc

3

Home > Dashboards > wls2-gisc

wls2-gisc

Manage folder dashboards and permissions

Dashboards Panels Alert rules

Search for dashboards and folders

Name	Tags
wls2-gisc-GB	
wls2-gisc-GC	
wls2-gisc-GDC	

2

Select a time range

From: 2025-06-16 00:00:00

To: 2025-06-16 23:59:59

Apply time range

Absolute time range

Search quick ranges

Last 5 minutes

Last 15 minutes

Last 30 minutes

Last 1 hour

Last 3 hours

Last 6 hours

Last 12 hours

Last 24 hours

3

GISC All centre_id

Global Cache (Data)

GB for GISCs

Notification Messages

WIS2 Nodes Total Message

66

centre_id Received

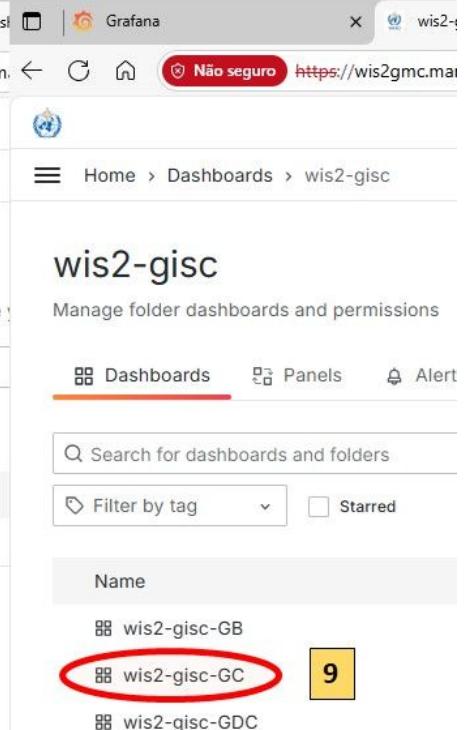
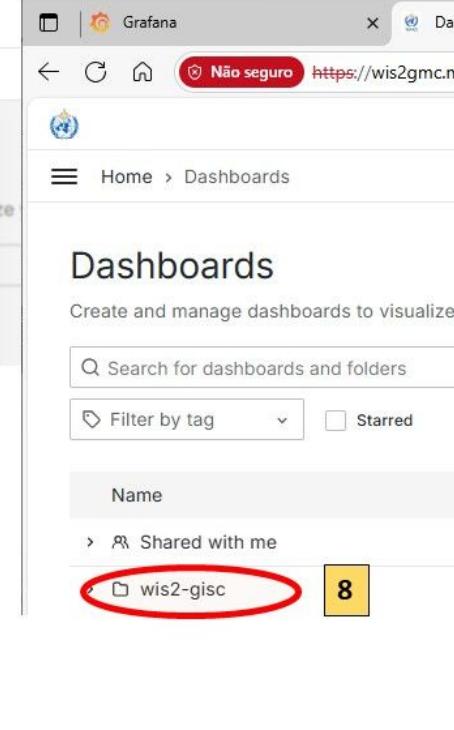
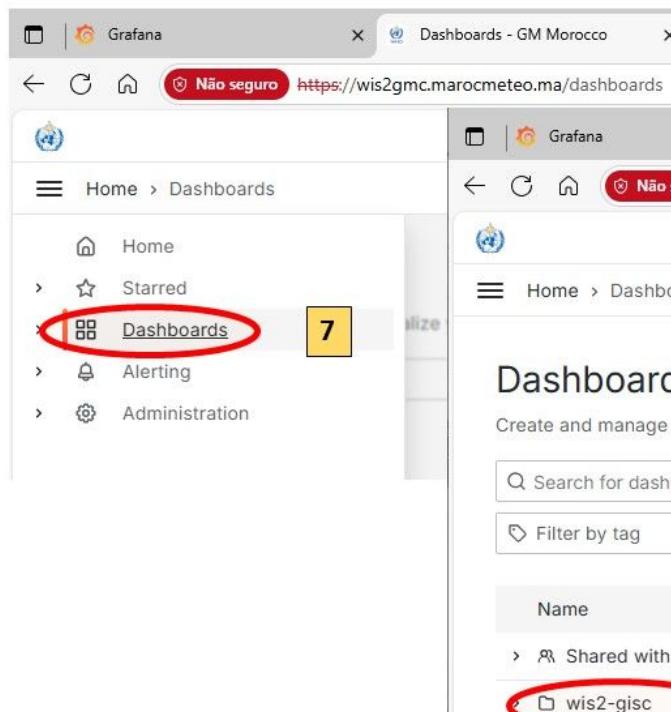
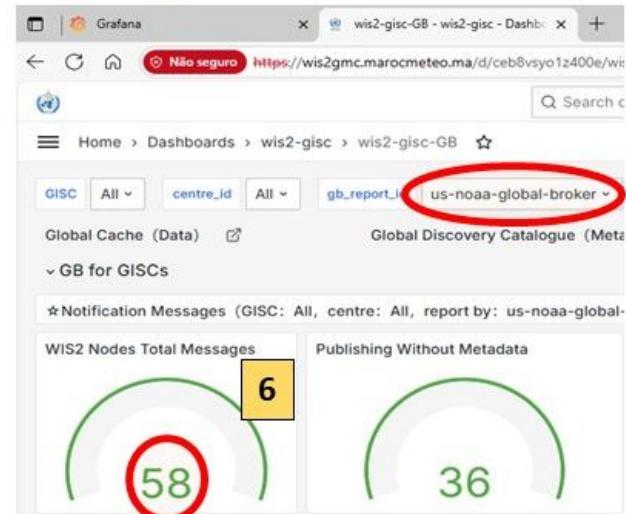
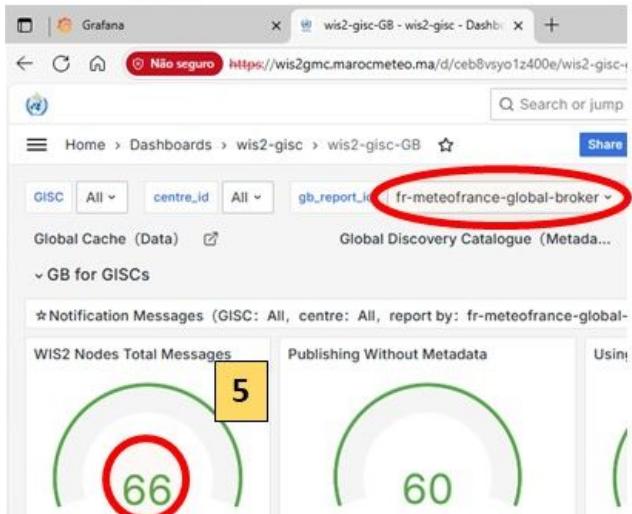
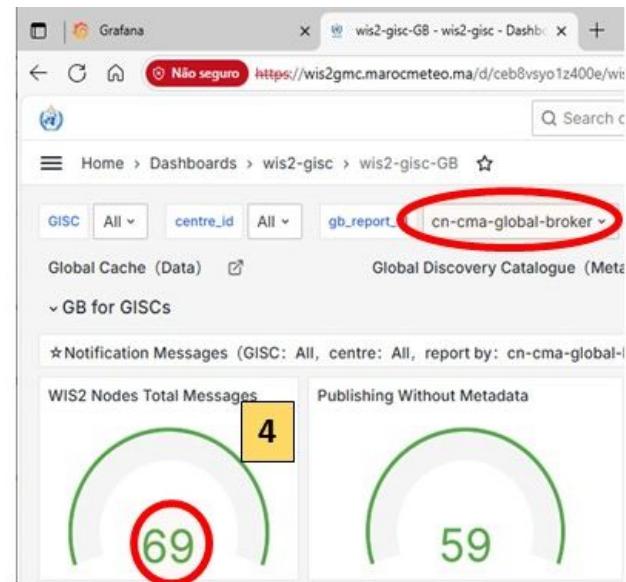
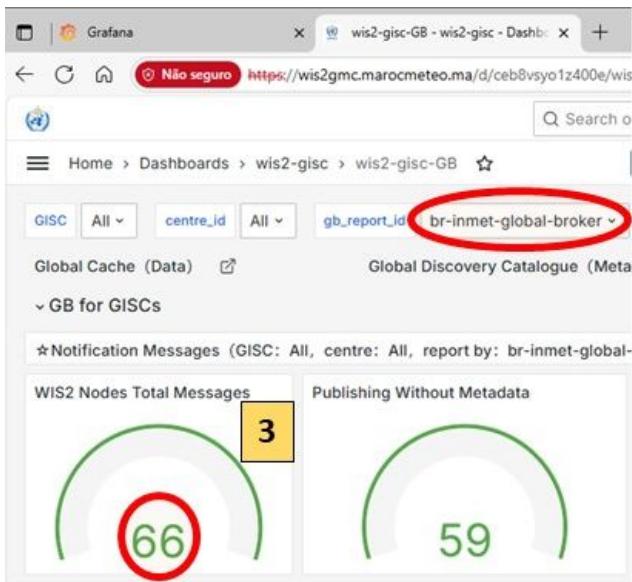
Enter variable value

br-inmet-global-broker

cn-cma-global-broker

fr-meteofrance-global-broker

us-noaa-global-broker



10

Select a time range | Absolute time range | Search quick range

From: 2025-06-16 00:00:00 | To: 2025-06-16 23:59:59 | Apply time range

Recently used absolute ranges:

- 2025-06-16 00:00:00 - 23:59:59
- 2025-06-15 00:00:00 - 23:59:59

11

Enter variable value

Global Broker (Notification mess... | ✓ GC for GISCs | star Data Downloaded (GISC: All, centre: All, report by: cn-cma-global-cache)

WIS2 Nodes Total Downloaded

Options listed in the dropdown:

- cn-cma-global-cache
- data-metoffice-noaa-global-cache
- de-dwd-global-cache
- jp-jma-global-cache
- kr-kma-global-cache
- sa-ncm-global-cache

12

Global Broker (Notification mess... | ✓ GC for GISCs | star Data Downloaded (GISC: All, centre: All, report by: cn-cma-global-cache)

WIS2 Nodes Total Downloaded

Value: 70

13

Global Broker (Notification mess... | ✓ GC for GISCs | star Data Downloaded (GISC: All, centre: All, report by: data-metoffice-noaa-global-cache)

WIS2 Nodes Total Downloaded

Value: 63

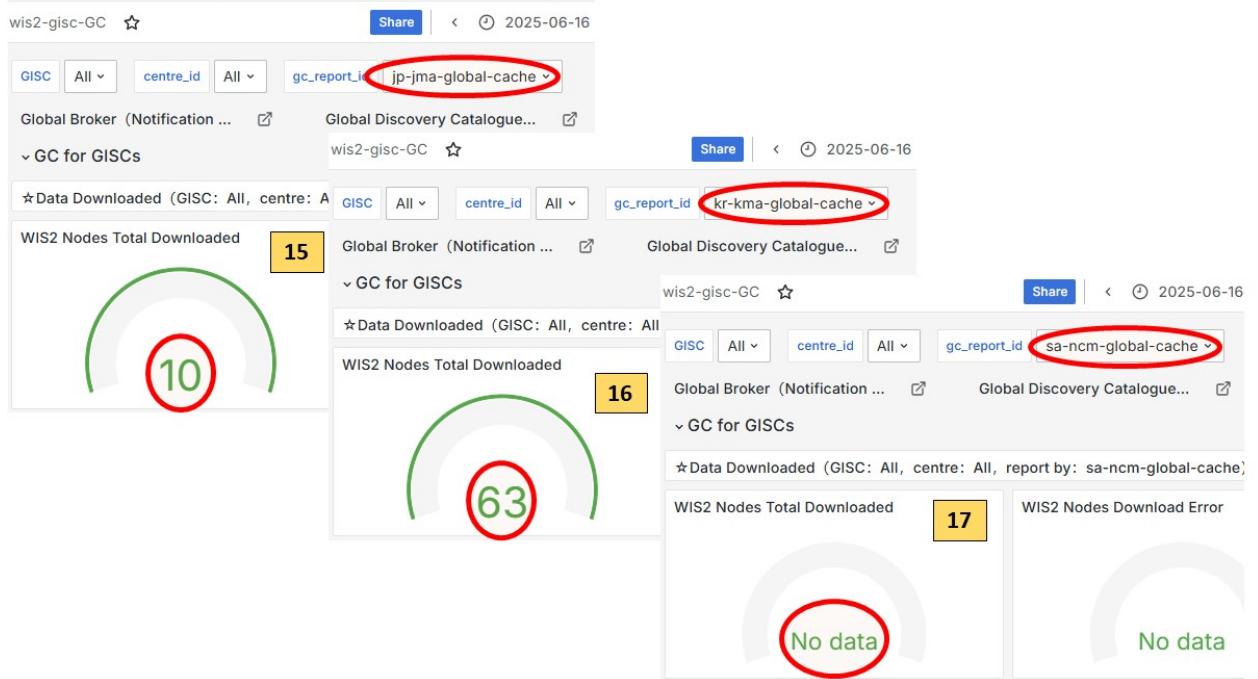
14

Global Broker (Notification mess... | ✓ GC for GISCs | star Data Downloaded (GISC: All, centre: All, report by: de-dwd-global-cache)

WIS2 Nodes Total Downloaded

Value: 9

WIS2 Nodes Download Error: 16



Global Service	Roster start	Optional additional dates	Roster end
Global Monitorings Test source	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GM China GISC https://gm.wis.cma.cn	connect ok		connect ok
GM China GS https://gm.wis.cma.cn	connect ok		connect ok
GM Morocco GISC http://wis2gmc.maroc	connect ok		connect ok
Global Brokers	Availability based on WIS2 Nodes Total Downloaded over past 24 hours	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025	16/06/2025
GB Brazil	GM China	74	66
GB Brazil	GM Morocco	68	69
GB China	GM China	73	66
GB France	GM China	59	58
GB US	GM China	No data	18
Global Caches	WIS2 Nodes Total Downloaded over past 24 hours	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025	16/06/2025
GC CN CMA	GM China	67	70
GC CN CMA	GM Morocco	72	63
GC MO NOAA US/UK	GM China	No data	19
GC MO NOAA US/UK	GM Morocco	50	09
GC DE DWD	GM China	72	10
GC DE DWD	GM Morocco	62	63
GC JP JMA	GM China	No data	No data
GC KR KMA	GM China	62	No data
Global Discovery Catalogue	01/06/2025 02/06/2025 03/06/2025 04/06/2025 05/06/2025 06/06/2025 07/06/2025 08/06/2025 09/06/2025 10/06/2025 11/06/2025 12/06/2025 13/06/2025 14/06/2025 15/06/2025 16/06/2025		
GDC EC	https://wis2-gdc.weather.gc.ca	connect ok	connect ok
GDC CMA	https://gdc.wis.cma.cn	connect ok	connect ok
GDC DWD	https://wis2.dwd.de/q	connect ok	connect ok

Global Services	Test Source	Details	Roster Start	Optional additional dates	Roster end
Global Monitorings			YYYY/MM/DD	...	YYYY/MM/DD
GM CMA GISC	https://gm.wis.cma.cn	User: gisc_user	connect OK	...	connect OK
GM CMA GS	https://gm.wis.cma.cn	User: gs_user	connect OK	...	connect OK

Global Services	Test Source	Details	Roster Start	Optional additional dates	Roster end
GM MAROCMETEO GISC	https://wis2gmc.marocmeteo.ma/	User: gisc-user	connect OK	...	connect NOK
Global Brokers					
Based on dashboard WIS2-GISC/wis2-gisc-GB (gisc_user) / Indicator: "WIS2Nodes Total Messages over past 24h"			YYYY/MM/DD	...	YYYY/MM/DD
GB Brazil	From GM China	63	...	64	
GB Brazil	From GM MAROCMETEA	63	...	Not Available	
GB China	From GM China	68	...	68	
GB China	From GM MAROCMETEA	68	...	Not Available	
GB France	From GM China	62	...	63	
GB France	From GM MAROCMETEA	62	...	Not Available	
GB USA	From GM China	46	...	52	
GB USA	From GM MAROCMETEA	46	...	Not Available	
Global Caches					
Based on dashboard WIS2-GISC/wis2-gisc-GC (gisc_user) / Indicator: "WIS2Nodes Total downloaded over past 24h"			YYYY/MM/DD	...	YYYY/MM/DD
GC CN CMA	From GM China	No data	...	No data	
GB CN CMA	From GM MAROCMETEA	No data	...	No data	
GC MO NOAA US/UK	From GM China	58	...	58	
GB MO NOAA US/UK	From GM MAROCMETEA	58	...	58	
GC DE DWD	From GM China	56	...	58	
GB DE DWD	From GM MAROCMETEA	56	...	58	
GC JP JMA	From GM China	57	...	58	
GB JP JMA	From GM MAROCMETEA	57	...	58	
GC SA NCM	From GM China	No data	...	59	
GB SA NCM	From GM MAROCMETEA	No data	...	59	
JIRA Ticketing System			YYYY/MM/DD	...	YYYY/MM/DD
Total "In Progress"			No data	...	2

Global Services	Test Source	Details	Roster Start	Optional additional dates	Roster end
Total "To Do"			No data	...	2
Total "Done"			No data	...	2
Total "In Review"			No data	...	2
Total "Triage"	(should be zero)		No data	...	2

How to fetch data from the dashboards:

3.1. Global brokers data

3.2. Global caches data

The screenshot shows a user profile interface. At the top right, there are icons for help, refresh, and user profile. Below them is a blue 'Share' button and a time filter set to 'Last 24 hours GMT'. A dropdown menu is open for a user named 'gisc_user', which includes three items: 'Profile', 'Notification history', and 'Change password'.

Log in as gisc_user

The screenshot shows the Grafana interface. On the left, a sidebar navigation includes 'Home', 'Starred', 'Dashboards' (which is selected and highlighted), 'Playlists', 'Snapshots', 'Library panels', 'Public dashboards', 'Alerting', and 'Administration'. The main area is titled 'Dashboards' and contains the sub-instruction 'Create and manage dashboards to visualize your data'. It features a search bar, a 'Filter by tag' dropdown, and a 'Starred' checkbox. Below these are sections for 'Name' and 'Shared with me'. Under 'Shared with me', there is a list of dashboards: 'wis2-gisc-GB', 'wis2-gisc-GC' (which is highlighted with a yellow box), and 'wis2-gisc-GDC'.

Click on Dashboards, then wis2-gisc-GC

The screenshot shows a web-based dashboard interface. On the left, a sidebar menu includes Home, Starred, Dashboards (which is selected), Playlists, Snapshots, Library panels, Public dashboards, Alerting, and Administration. The main content area has a header with filters: GISC (selected), All, centre_id, All, gc_report_id, and a search bar. A modal window titled "Global Broker (Notification messages)" is open, listing various GC centers: cn-cma-global-cache, data-metoffice-noaa-global-cache, de-dwd-global-cache (highlighted in yellow), jp-jma-global-cache, kr-kma-global-cache, and sa-ncm-global-cache. Below the modal are two circular gauge charts: "WIS2 Nodes Total Downloaded" (value 68) and "WIS2 Nodes Download Error" (value 7). To the right of the charts are two tables: "WIS2 Nodes Total Downloaded" and "WIS2 Nodes Download Error".

centre_id	Download Total
ca-eccc-msc	624022
de-dwd-gts-to-wis2	484402
jp-jma-gts-to-wis2	234027
us-noaa-nws	100829
us-noaa-synoptic	28963
br-inmet	13459

centre_id	Errors
int-ecmwf	1297
hk-hko-swic	52
ca-eccc-msc	20
us-cimss	17
us-noaa-nws	4
int-eumetsat	3

Select GC and read value

Check has to be performed at roster start and roster end. Additional dates can also be added.

Chapter 4. PART III. Procedures for Issues Management

The WIS2 ticketing system is provided and operated by WMO : <https://jira.wmo.int>.

Chapter 5. Tickets review guideline

The GISC in charge needs to review the tickets with the following guidelines:

(1) Review frequency

- At least once or twice a week.

(2) Key focus

- Focus on “stalled” ticket”: send reminder for tickets inactive for more than 2 weeks

(3) Automatic ticket creation

- Most tickets are expected to be created automatically by the GISC Monitoring system

Chapter 6. Procedure to review Jira Tickets for the GISC Watch:

(1) Access the JIRA system:

- Access portal: <https://jira.wmo.int>
- Guide to how to login JIRA and reset password as an external user: https://wmoomm.sharepoint.com/:b/s/wmocpdbl/EdDUVYxOoRhIsAMp5yBmFicBz24ARqhDs_YEpidVd5oQ7g?e=7e2CmO
- JIRA accounts: There are two types of JIRA accounts:
 - WIS2-IMS-Operator, one account per GISC, associated with a general email address.
 - WIS2-IMS-Experts, one or more accounts per GISC. This group is intended for technical experts involved for resolving the tickets.

If there are any changes or updates to the JIRA accounts for your GISC, please inform the WMO Secretariat so that the necessary updates can be made to ensure continued access.

(2) Select the correct project

- Choose Project "WIS2 IMS"

The figure consists of four screenshots illustrating the steps to select the 'WIS2 IMS' project in Jira:

- Step 1:** Shows the browser address bar with the URL <https://jira.wmo.int> highlighted by a yellow box.
- Step 2:** Shows the Jira login screen with the 'john.doe@xpto.sky' email field highlighted by a yellow box.
- Step 3:** Shows the Jira System Dashboard with the 'Projects' menu item circled in red and highlighted by a yellow box.
- Step 4:** Shows the Jira project selection screen with the 'WIS2 IMS (WI)' project circled in red and highlighted by a yellow box.

(3) Filter tickets

- "Issues" → "View all issues and tickets" (upper right) → Filter "Status" by unchoosing "Done"

Workflow of the tickets can be found here: <https://wmoomm.sharepoint.com/:w/s/wmocpdbl/EXmYNLQKs59AlHToO9rH6YAB3xoVjdqeoD2fkC-4h4aPjA?e=XqmxpR>

(4) Ticket Handling

- Review ticket list and send reminders (inside tickets) for tickets inactive for more than 2 weeks.
- Assign tickets to relevant Assignees for the tickets with status “TRIAGE” (new tickets)

The image displays three overlapping screenshots of the Jira software interface:

- Screenshot 5 (Left):** Shows the "Activity" view with a list of recent comments and updates. A red circle highlights the "Switch view" button, and a yellow box labeled "5" is overlaid on the top right.
- Screenshot 6 (Middle):** Shows the "Activity" view with a list of recent comments and updates. A red circle highlights the "Statistics" link, and a yellow box labeled "6" is overlaid on the top right.
- Screenshot 7 (Right):** Shows the "Statistics" view, which includes sections for "Unresolved" issues, "Unresolved: By Priority" (No issues), "Unresolved: By Assignee" (No issues), and a "Status Summary" chart. A red circle highlights the "Status Summary" section, and a yellow box labeled "7" is overlaid on the top right.

Table-1: Priority Levels

6.1. Incident Impact Levels and GISC Response Times

Level	Impact	Examples	Assigned GISC: Time to Respond	Assigned GISC: Time to Resolve
Very High	- Severe impact on one or more GISC operations - Immediate action required	- Total failure of Global Services	ASAP / within 1 day	ASAP / within 1 week
High	- One or more essential services are unavailable - Action required within one week	- Global Services are offline	Within 1 week	Within 1 month
Medium	- Essential services not affected - Response required, monitoring ongoing	- Partial outage of a Global Service - Missing data from multiple WIS2Nodes simultaneously	Within 1 week	Monthly progress updates
Low	Not to be used	—	—	—
None	Not to be used	—	—	—

Chapter 7. PART IV. Procedures for Handover

7.1. (a) Handover Process

1. The GISC currently on duty is responsible for sending the handover report to the next GISC in the roster.
2. If no confirmation is received:
 - The current GISC must follow up with a reminder.
 - GISC Watch duties must be maintained until the next GISC acknowledges receipt of the handover.
3. If there is still no response:
 - The GISC following the next one in the roster should be contacted to agree on a revised handover date.
 - The purpose is to ensure continuity by splitting the remaining period between the two GISCs if needed.

7.2. (b) Summary Handover Report

1. The handover report **formally transfers GISC Watch responsibilities** to the next GISC.
2. The report must be sent as follows:
 - **To:** the next GISC in the roster
 - **CC:** gisc-ops@groups.wmo.int, wis@wmo.int
3. The GISC Watch report 2026 to be completed is available [here](#)
 - **Note1:** The GISC Watch report is a consolidated report. Outgoing GISCs are responsible for adding the columns corresponding to the GISC Watch period.
 - **Note2:** Only the email addresses of the GISCs included in the mailing list gisc-ops@groups.wmo.int, which serves as the official channel for GISC Watch handover and takeover communications, have the access to edit this document as per the decisions at the [ET-WISOP 10th meeting](#).
 - **Note3:** For any changes of the email addresses, please contact the WMO Secretariat at wis@wmo.int.
4. A sample Handover email

Chapter 8. GISC WATCH REPORT EXAMPLE

From: GISC Toulouse
To: GISC Beijing
Cc: gisc-ops@groups.wmo.int, wis@wmo.int
Subject: GISC WATCH REPORT – 01–15 April 2025

GISC Toulouse has completed the GISC Watch duty for the period *1–15 April 2025*. Please find below the summary report for this period:

1. General Information

- WIS2 to GTS gateway test conducted on *9 April 2025*

2. Global Services Status

- [Provide a summary of the operational status, issues encountered, or actions taken during the watch period]

3. JIRA tickets activity:

- Several ticket assignations from □TRIAGE□ performed
- Duplicate tickets closed
- Several stalled tickets reminders send

GISC Beijing: Would you please confirm the GISC Watch handover?

Best regards,

GISC Toulouse

Chapter 9. PART V. Procedure for Escalation

For any issue related to GISC Watch that requires escalation, the Chair of ET-WISOP is the first escalation point for all GISCs

Appendix 1: IMS-GISC Operator Manual

Chapter 10. 1. How to Login as External User

10.1. Step 1:

Access the login URL: <https://jira.wmo.int/secure/Dashboard.jspa>

The screenshot shows the Jira System Dashboard. The top navigation bar includes the WMO logo, a 'Dashboards' dropdown, a search bar, and a 'Log In' button. The main area is titled 'System Dashboard'. On the left, the 'Introduction' panel features a blue background with two stylized figures and the text 'Welcome to Jira' and 'New to Jira? Check out the [Jira User's Guide](#)'. On the right, the 'Login' panel has tabs for 'WMO Staff' and 'External Users', with the 'External Users' tab being the active one. At the bottom, there are links for 'Atlassian Jira Project Management Software', 'About Jira', and 'Report a problem', followed by a note about the free Atlassian Jira community license for WMO alert hub team.

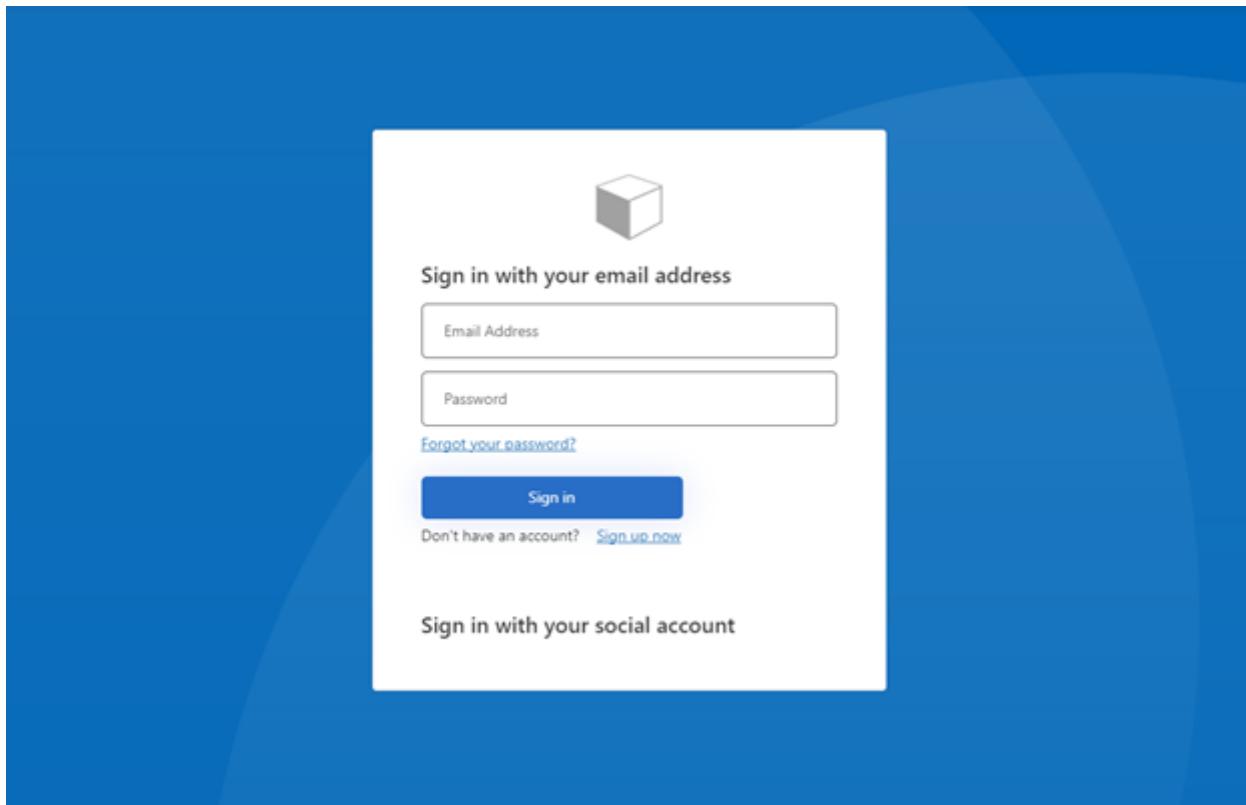
10.2. Step 2:

Click on the **External Users** button.

This screenshot is identical to the one above, showing the Jira System Dashboard. However, the 'External Users' button in the 'Login' panel is now highlighted with a red circle. A tooltip below the button reads 'Click to login with External Users'.

10.3. Step 3:

You will be redirected to the login page. Enter your email and password as registered in our database.



Chapter 11. 2. How to Resolve an Issue

- **Note1** The GISC Watch on-duty may close tickets if the comments clearly indicate that the issue has been resolved. If the comments are unclear, lack evidence, or show no progress, the GISC Watch on-duty is responsible for following up with the assignee to verify the ticket's status.
- **Note2** The ticket reporter may close tickets once the issue has been resolved.
- **Note3** The assignee may close tickets once the issue has been resolved.
- **Note4** The WMO Secretariat may close the tickets if the comments clearly indicate the issue has been resolved.

11.1. Step 1:

After logging in, you may find the issues assigned to you.

The screenshot shows the Jira System Dashboard. At the top, there are navigation links for Dashboards, Projects, Issues, Boards, and Create, along with a search bar and other icons. Below the navigation is a section titled "System Dashboard" with a "Introduction" card featuring a welcome message and a "Welcome to Jira" section. To the right of this is the "Assigned to Me" board, which lists one issue: WI-39, titled "No cache has received any data from WIS2 Node (hk-hko-swic)". The board has columns for T, Key, and Summary. Below the board is a news feed titled "WMO-Jira" showing activity from users Mr HAN, Xinqiang and Ms Lei XUE. The news items include changes in assignee and status, and starting progress on specific tickets.

You can also find your issues by navigating to: [User Profile → Boards → Only My Issues](#)

The screenshot shows a Jira Kanban board titled "GSC-Exter". The board has three columns: "TO DO 1 OF 18", "IN PROGRESS 0", and "DONE 0 OF 0". A single issue, WI-39, is present in the "TO DO" column. The issue details are: "No cache has received any data from WIS2 Node (hk-hko-swic)". The sidebar on the right includes a "Boards" option, which is circled in red.

Alternatively, click on **Issues** in the top menu and select **My Open Issues** from the left panel.

The screenshot shows the Jira search interface. The sidebar on the left has a "Find filters" section with various options like "My open issues", "Reported by me", "All issues" (which is circled in red), "Open issues", "Done issues", "Viewed recently", "Created recently", "Resolved recently", "Updated recently", and "FAVORITE FILTERS". The main search results show an issue titled "Download Failures from WIS2 Node (hk-hko-swic)". The issue details are: Project: All, Type: All, Status: All, Assignee: All. The issue itself has the following fields: Type: Incident, Priority: High, Labels: Download, Failures, hk-hko-swic. The assignee is listed as "Mr HAN, Xinqiang".

11.2. Step 2:

The GISC Operator should: - Check the issue. - Assign it to the responsible person (e.g., HAN Xinqiang). - Set the issue status from **Triage** to **T0 DO**.

WI2-IMS / WI-40

Download Failures from WIS2 Node (hk-hko-swic)

[Edit](#) [Q Add comment](#) [Assign](#) [More](#) [To Do](#)

Details

Type: Incident Priority: High Labels: Download Failures hk-hko-swic

Description

Since 16:30 UTC on March 18th, Download Failures from WIS2 Node (hk-hko-swic)

Attachments

Activity

All Comments Work Log History Activity

You can now pin up to five comments to highlight important information. Got it! Learn more about pinned comments.

There are no comments yet on this issue.

Add a comment... Pre tip: press [m](#) to comment

Assign Cancel

WI2-IMS / WI-40

Download Failures from WIS2 Node (hk-hko-swic)

[Edit](#) [Q Add comment](#) [Assign](#) [More](#) [Triage](#)

Details

Type: Incident Priority: High Labels: Download Failures hk-hko-swic

Description

Since 16:30 UTC on March 18th, Download Failures from WIS2 Node (hk-hko-swic) .

Attachments

Drop files to attach or browse.

Activity

All Comments Work Log History Activity

You can now pin up to five comments to highlight important information. Pinned comments will appear above all other comments, so they're easy to find. Got it! Learn more about pinned comments.

There are no comments yet on this issue.

Add a comment... Pre tip: press [m](#) to comment

Assign ticket to user → [SO SO](#)
Close issue → [DONE](#)
View workflow

Unresolved

People

Assignee: GSC-Beijing WIS2-IMS-Experts
Reporter: Ms GU, Wenjing
Votes:
Watchers:

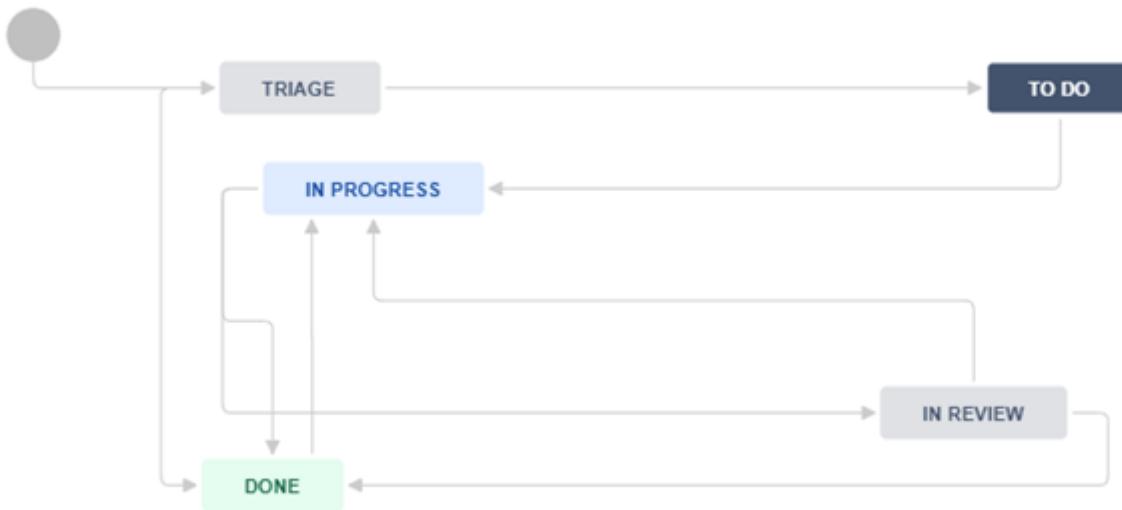
Dates

Created: 4 minutes ago
Updated: 4 minutes ago

Agile

[Find on a board](#)

You can view the workflow by clicking on **View Workflow**.



11.3. Step 3:

The assignee (e.g., HAN Xinqiang) begins work on the issue and sets the status from **TO DO** to **IN PROGRESS**.

The screenshot shows a Jira issue page for 'Download Failures from WIS2 Node (hk-hko-swic)'. The top navigation bar includes 'Dashboards', 'Projects', 'Issues', 'Boards', and 'Create'. The main content area displays the issue details: Type: Incident, Priority: High, Labels: Download, Failures, hk-hko-swic. The 'Assignee' field is set to 'Mr HAN, Xinqiang'. The status is shown as 'IN PROGRESS' with a transition history: 'Assignee starts workin... → IN PROGRESS'. Below the status, there are sections for 'Description' (containing the note 'Since 16:30 UTC on March 18th, Download Failures from WIS2 Node (hk-hko-swic) .'), 'Attachments' (empty), and 'People' (listing assignee, reporter, voter, and watcher). The 'Dates' section shows 'Created: 6 minutes ago' and 'Updated: Just now'.



11.4. Step 4:

After addressing the issue, the assignee submits it for review: - Set the status from **IN PROGRESS** to **IN REVIEW**. - Assign the issue to the reviewer (e.g., XUE Lei).

The process history is visible in the comments below, along with Reporter, Assignee, Watchers, etc., on the right.

Open issues [Switch filter](#)

View all issues and filters

1 of 23

Order by Priority

WIS2 IM2 / WI-40
Download Failures from WIS2 Node (hk-hko-swic)

[Edit](#) [Add comment](#) [Assign](#) [More](#) [In Review](#) [Export](#)

Details

Type: Incident Resolution: Unresolved
Priority: High
Labels: Download, Failures, hk-hko-swic

Description

Since 16:30 UTC on March 18th, Download Failures from WIS2 Node (hk-hko-swic) .

Attachments

[Drop files to attach or browse...](#)

Activity

All [Comments](#) Work Log History Activity Newest first ⓘ

Comments

Mr HAN Xinqiang added a comment - 1 minute ago
Please have a look~
[Edit](#) [Delete](#) [Pin](#) [...](#)

Mr HAN Xinqiang added a comment - 3 minutes ago
Done!
We can download from WIS2 Node(hk-hko-swic) now.
[Edit](#) [Delete](#) [Pin](#) [...](#)

Add a comment...

People

Assignee: Ms Lei XUE ⓘ
Assign to me

Reporter: Ms GU Wenjing ⓘ
[Vote for this issue](#) [Stop watching this issue](#)

Votes: Watchers:

Dates

Created: 17 minutes ago
Updated: Just now

Agile

[Find on a board](#)

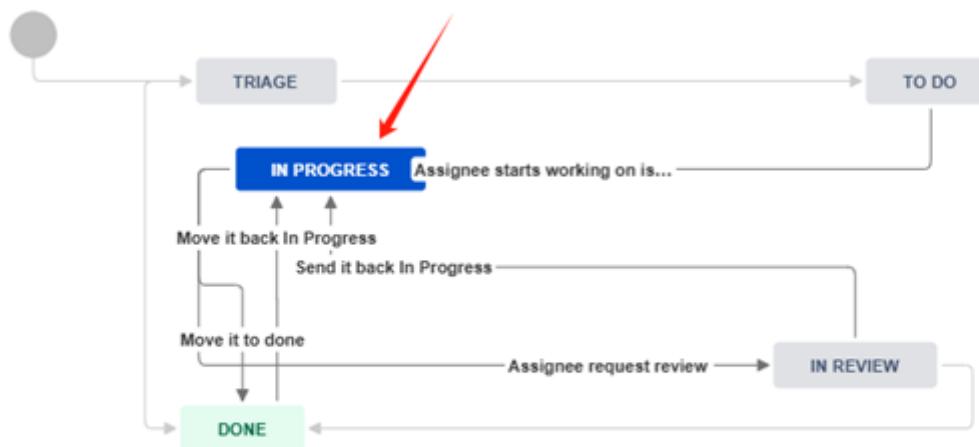
11.5. Step 5:

The reviewer (XUE Lei) reviews the issue, assigns it back to the original handler (e.g., HAN Xinqiang), and sets the status from **IN REVIEW** to **IN PROGRESS**.

GSIC-Beijing
Kanban board

QUICK FILTERS: Only My Issues Recently Updated

TRIAGE 0 OF 9	TO DO 0 OF 4	IN PROGRESS 0 OF 1	IN REVIEW 1 OF 2	DONE 1 OF 11
			WI-40 Download Failures from WIS2 Node (hk-hd-pwC)  	WI-17 IM5-test-cma   We're only showing recently modified issues. Looking for an older issue?



11.6. Step 6:

The assignee receives the feedback, completes any follow-up, and sets the status from **IN PROGRESS** to **DONE**.

The issue is now successfully resolved.

WIS2 IMS / WI-40

Download Failures from WIS2 Node (hk-hko-swic)

[Edit](#) [Add comment](#) [Assign](#) [More](#) [Done](#)

Details

Type:	Incident	Resolution:	Unresolved
Priority:	High		
Labels:	Download Failures hk-hko-swic		

Description
Since 16:30 UTC on March 10th, Download Failures from WIS2 Node (hk-hko-swic) .

Attachments

Drop files to attach, or browse.

Activity

All [Comments](#) Work Log History Activity Newest first (7)

Comments

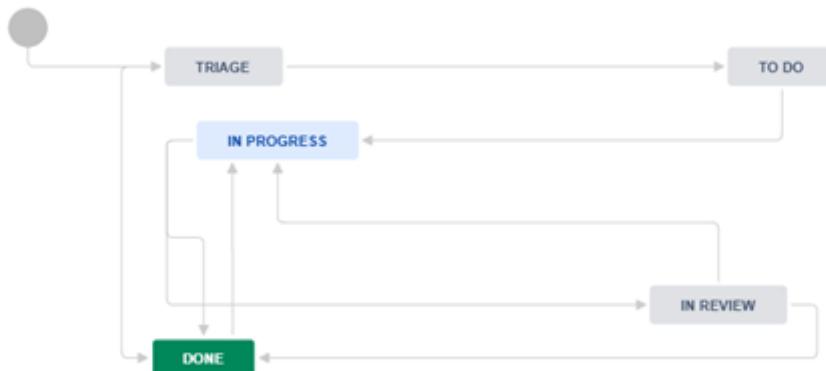
- You can now pin up to five comments to highlight important information. Pinned comments will appear above all other comments, so they're easy to find.
Got it [+ Learn more about pinned comments](#)

Comments

[Mr HAN, Xinqiang](#) added a comment - 19/Mar/25 2:45 AM
Please have a look~
Edit · Delete · Pin · [@](#)

[Mr HAN, Xinqiang](#) added a comment - 19/Mar/25 2:43 AM
Done!

Add a comment...



Chapter 12. 3. How to Create an Issue

12.1. Step 1:

In the user interface, click **Create**, describe the problem in detail using graphics and/or text, set the Priority, and assign the issue to the relevant GISC.

The screenshot shows the 'Edit Issue' form for ticket WI-46. The 'Summary' field contains the text 'GC (Saudi Arabia) is not reflected in GM (China)'. The 'Issue Type' is set to 'Incident'. The 'Description' field contains the following text:
The metrics of GC (Saudi Arabia) can be accessed by:
https://wis2.nmc.gov.sa/cache/metrics/globalcache/gc_metrics.txt
Although the metrics appear to be collected incorrectly, they are currently not reflected in the GM (China).
Could you please investigate this issue?
The 'Priority' is set to 'Medium'. The 'Assignee' is set to 'GISC-BEIJING WIS2 IMS Experts'. The 'Comment' section is empty.

12.2. Step 2:

Add a comment to further explain the issue.

WIS2 IMS / WI-46

GC (Saudi Arabia) is not reflected in GM (China)

Edit **Add comment** **Assign** **More** **Done**

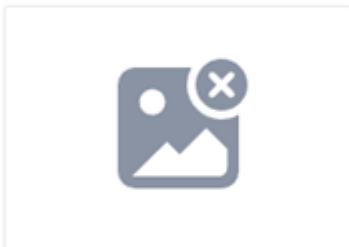
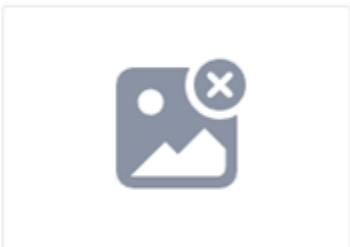
Details

Type: Incident
Priority: Medium
Labels: None

Description

Attachments

Drop files to attach, or browse.

File	Created	Size
image-2025-05-06-14-01-32	06/May/25 12:01 PM	111 kB
screenshot-1.png	08/May/25 2:05 AM	140 kB

Activity

Comment

From component wis2-gisc-GC, 5 out of 6 Global Caches are presented, missing GC (Saudi Arabia). In theory, GC (Saudi Arabia) should be in the drop-down list as well as the other 5 GCs.

Style **B** **I** **U** **A** **^** **°** **♂** **♀** **≡** **≡** **⊕** **+**

Visual Text **Add** **Cancel**

12.3. Step 3:

Add a Due Date as needed

- **Note1** Reporter may add a Due Date when creating a ticket.
- **Note2** The GISC Watch on-duty may add a due date and update the ticket priority if none is set

or if the issues have been outstanding for some time.

Create Issue

[Configure Fields](#)

Summary* To add a due date

Description

Style **B** **I** **U** **A** **♂** **♀** **✉** **✉✉** **≡** **≡≡** **😊** **➕**

Note: If the due date is not visible, please click “[Configure Fields](#)” at the top right and enable “**Due Date**”.

Visual **Text**

Priority **Medium**

Attachment

Assignee **Automatic** [Assign to me](#)

Labels

Due Date (d/MMM/yy)

September, 2025

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
36		1	2	3	4	5	6
37	7	8	9	10	11	12	13
38	14	15	16	17	18	19	20
39	21	22	23	24	25	26	27
40	28	29	30				

Select a date

Create **Cancel**