WIS2 GISC Watch Guide

World Meteorological Organization

Date: 2026-01-20

Version: 0.1

Document status: DRAFT

Table of Contents

1. PART 0. Introduction . . . 3
2. PART I. Procedures for Take over . . . 4
3. PART II.Procedures for Monitor . . . 5
    3.1. Global brokers data . . . 15
    3.2. Global caches data . . . 15
4. PART III. Procedures for Issues Management . . . 17
5. Tickets review guideline . . . 18
6. Procedure to review Jira Tickets for the GISC Watch: . . . 19
    6.1. Incident Impact Levels and GISC Response Times . . . 20
7. PART IV. Procedures for Handover . . . 21
    7.1. (a) Handover Process . . . 21
    7.2. (b) Summary Handover Report . . . 21
8. GISC WATCH REPORT EXAMPLE . . . 22
9. PART V. Procedure for Escalation . . . 23
Appendix 1: IMS-GISC Operator Manual . . . 24
    10. 1. How to Login as External User . . . 25
        10.1. Step 1: . . . 25
        10.2. Step 2: . . . 25
        10.3. Step 3: . . . 26
    11. 2. How to Resolve an Issue . . . 27
        11.1. Step 1: . . . 27
        11.2. Step 2: . . . 28
        11.3. Step 3: . . . 30
        11.4. Step 4: . . . 31
        11.5. Step 5: . . . 31
        11.6. Step 6: . . . 32
    12. 3. How to Create an Issue . . . 34
        12.1. Step 1: . . . 34
        12.2. Step 2: . . . 34
        12.3. Step 3: . . . 35

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

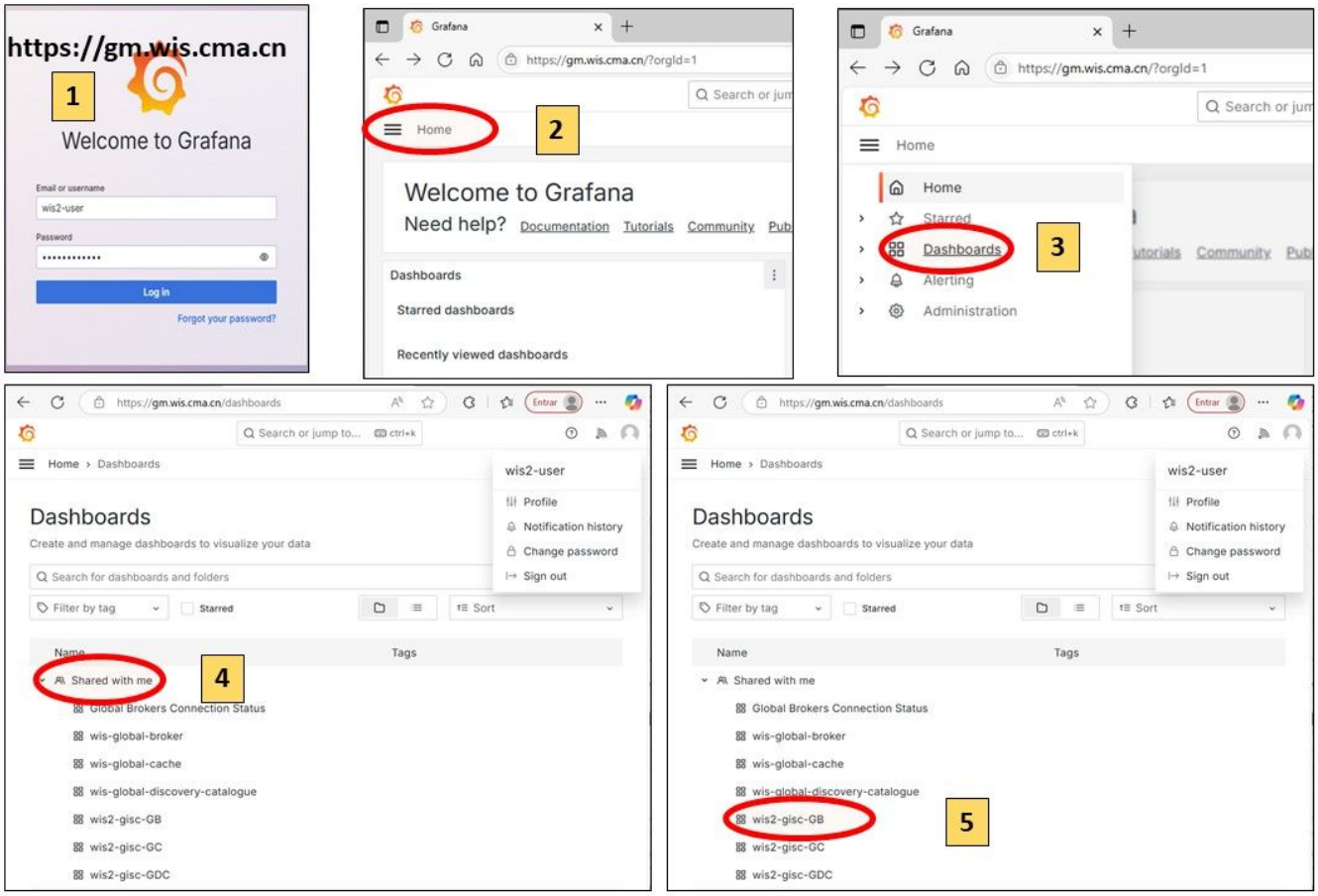
Procedure to use by the GISC on duty during the monitoring period.

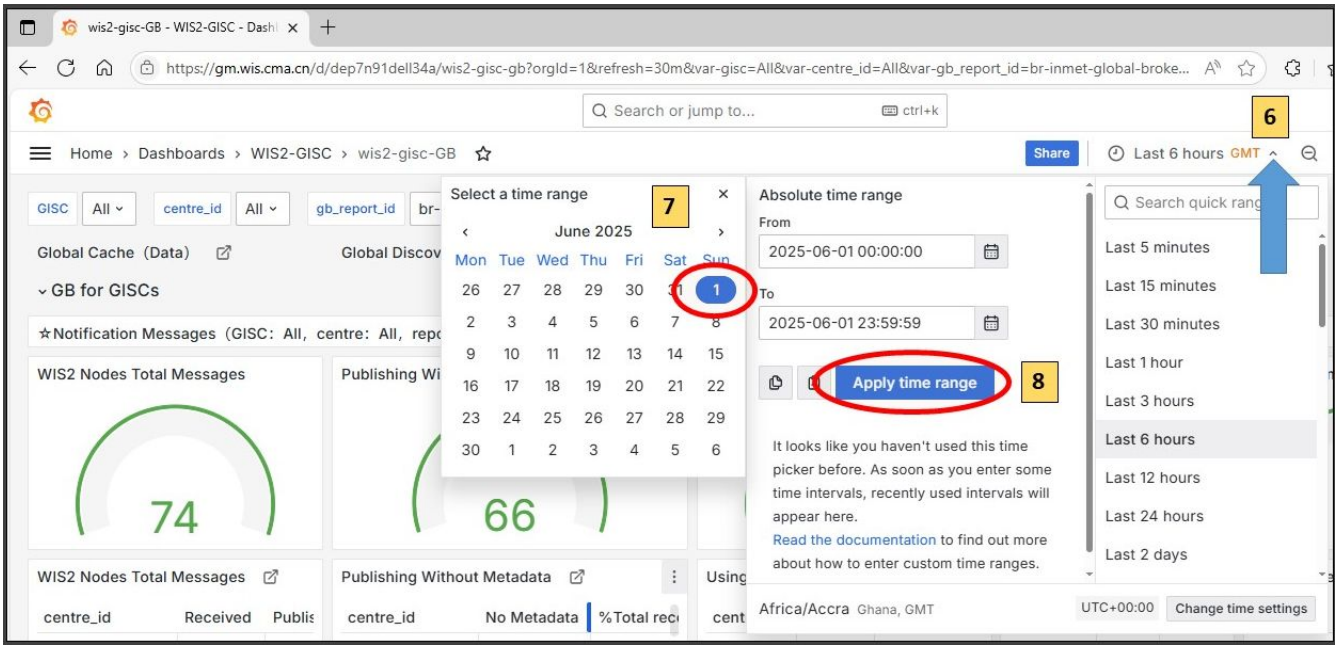
Basic Principles:

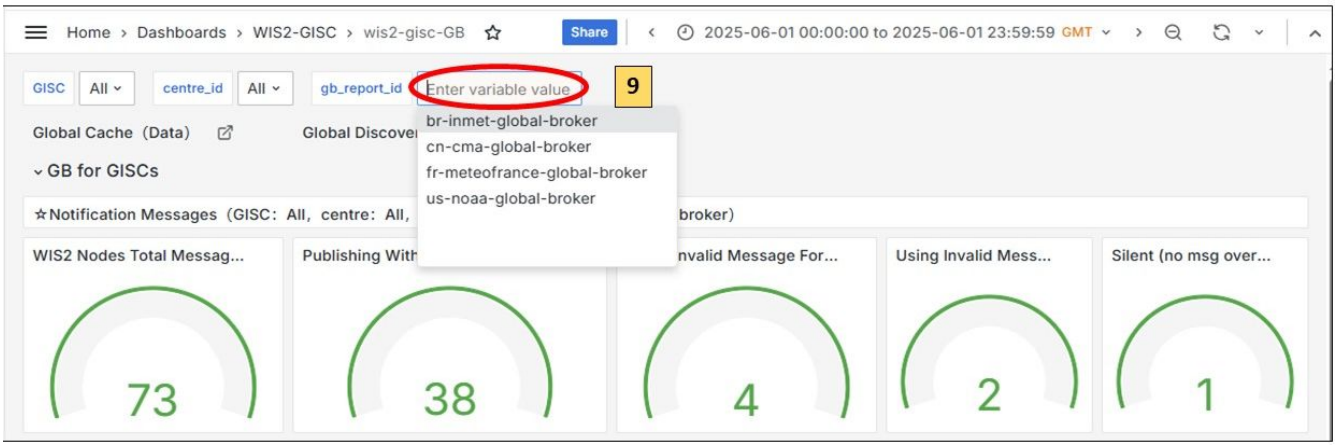
1. The GISC Watch's goal is focusing on the Global Services level (Global Broker, Global Cache, Global Discovery Catalogue, Global Monitoring).
2. Issues regarding data coming from WIS2Nodes are manages by GISCs according to their AoR (Area of Responsibility). The GISC Watch can pinpoint issues to the 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.

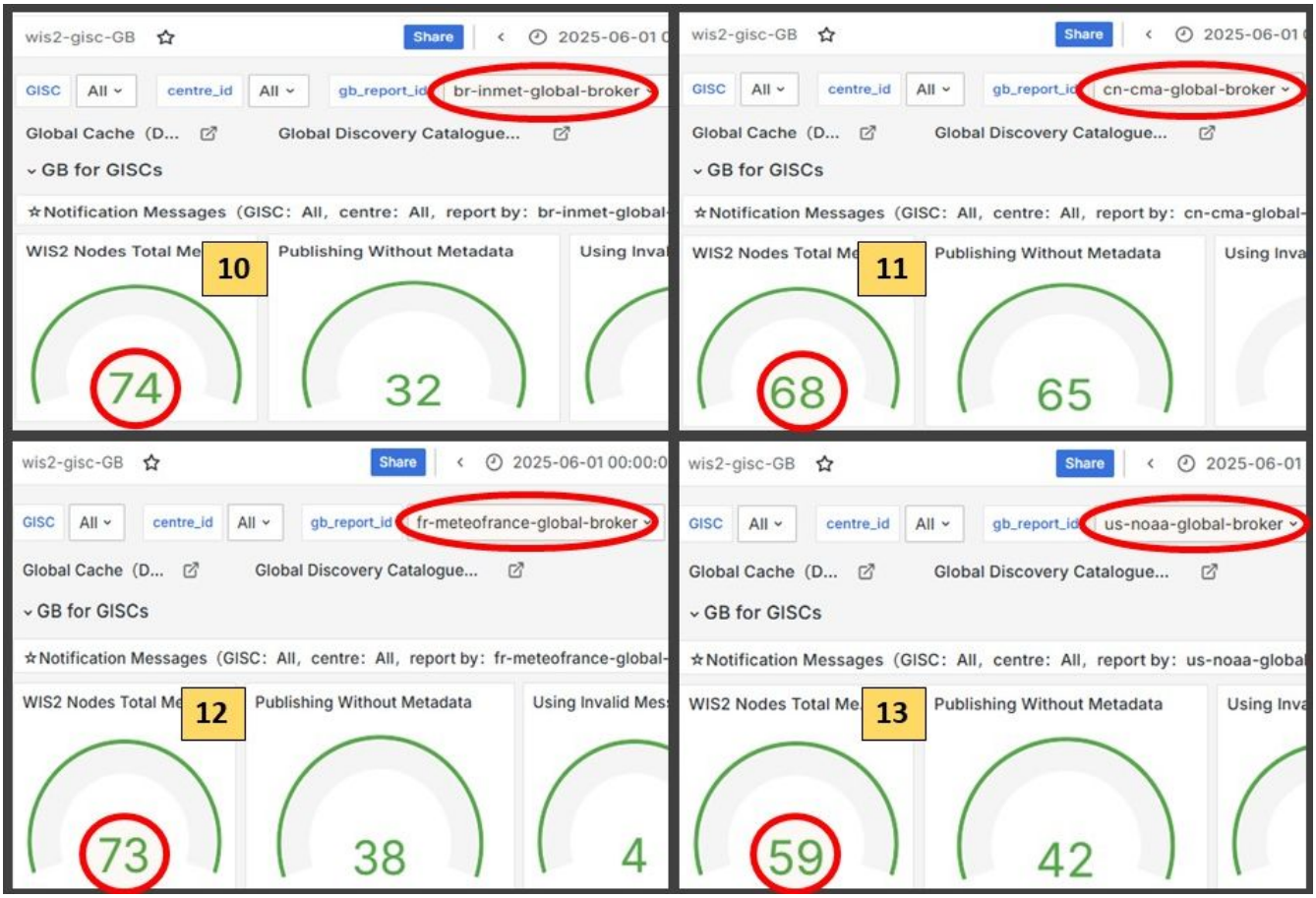
The following table shall be filled in, by checking Global Monitoring metrics (see detailed information how to get the figures after the table):

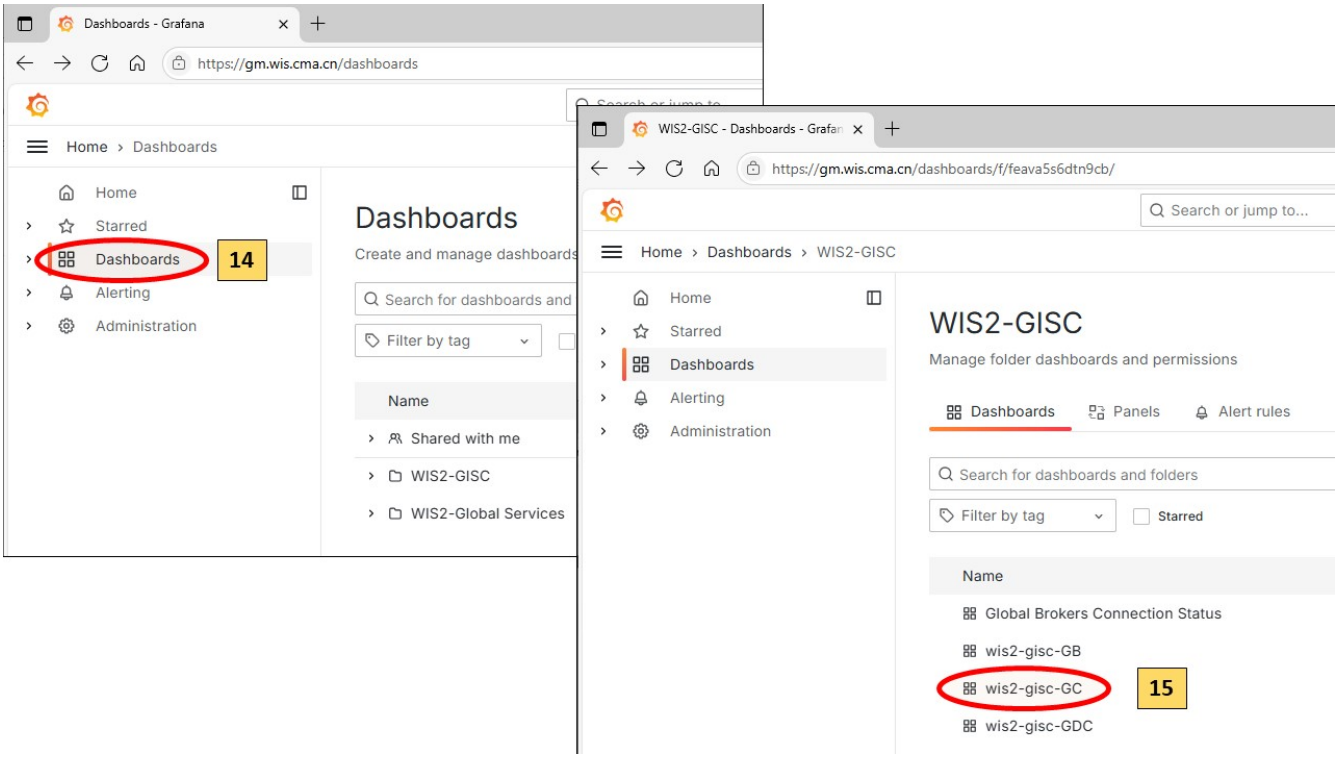
For GM-China Dashboard:

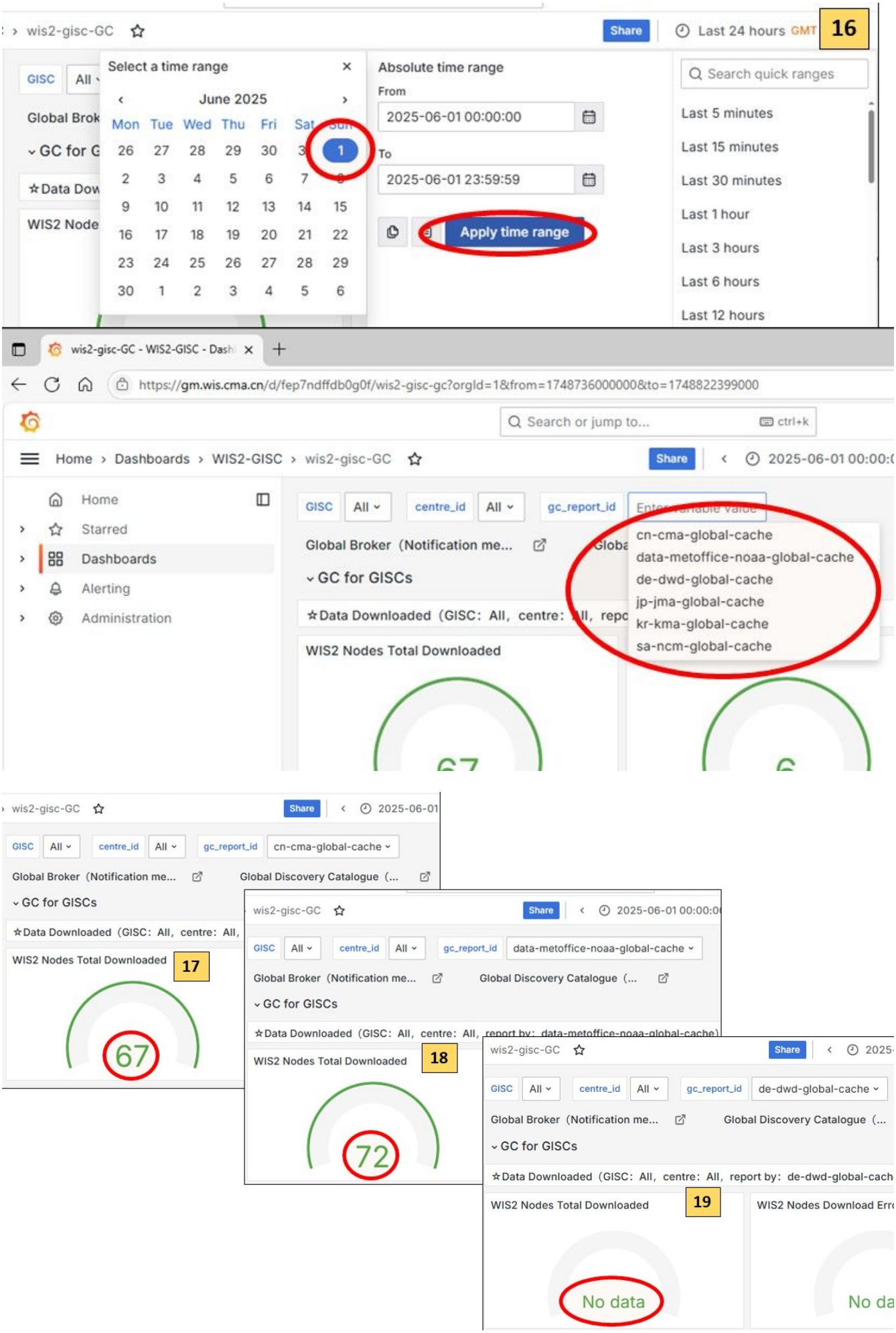


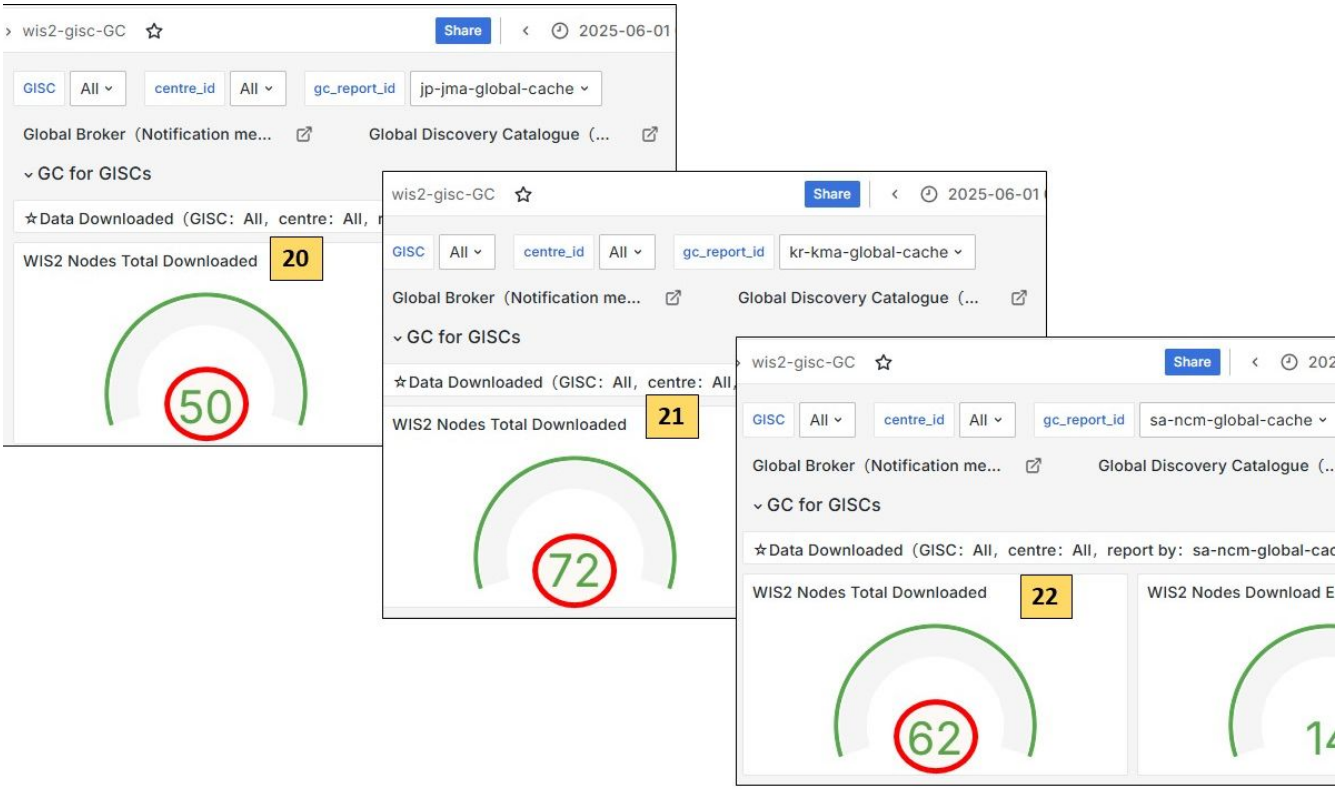

wis2-gisc-GB - WIS2-GISC - Dash
https://gm.wis.cma.cn/d/dep7n91dell34a/wis2-gisc-gb?orgId=1&refresh=30m&var-gisc=All&var-centre_id=All&var-gb_report_id=br-inmet-global-broke...
Search or jump to... ctrl+k
Home › Dashboards › WIS2-GISC › wis2-gisc-GB
Share
Last 6 hours GMT
6
GISC All
centre_id All
gb_report_id
Global Cache (Data)
GB for GISCs
Notification Messages (GISC: All, centre: All,
WIS2 Nodes Total Messages
74
Publishing Without Metadata
66
centre_id Received
centre_id No Metadata
Select a time range
7
June 2025
Mon Tue Wed Thu Fri Sat Sun
Absolute time range
From
2025-06-01 00:00:00
To
2025-06-01 23:59:59
Apply time range
8
It looks like you haven't used this time picker before. As soon as you enter some time intervals, recently used intervals will appear here.
Read the documentation to find out more about how to enter custom time ranges.
Search quick rang
Last 5 minutes
Last 15 minutes
Last 30 minutes
Last 1 hour
Last 3 hours
Last 6 hours
Last 12 hours
Last 24 hours
Last 2 days
Africa/Accra Ghana, GMT
UTC+00:00
Change time settings


Home › Dashboards › WIS2-GISC › wis2-gisc-GB
Share
2025-06-01 00:00:00 to 2025-06-01 23:59:59 GMT
GISC All
centre_id All
gb_report_id
Enter variable value
9
br-inmet-global-broker
cn-cma-global-broker
fr-meteofrance-global-broker
us-noaa-global-broker
Global Cache (Data)
GB for GISCs
Notification Messages (GISC: All, centre: All,
WIS2 Nodes Total Messag...
73
Publishing With
38
nvalid Message For...
4
Using Invalid Mess...
2
Silent (no msg over...
1


wis2-gisc-GB
Share
GISC
All
centre_id
gb_report_id
br-inmet-global-broker
Global Cache (D...
Global Discovery Catalogue...
GB for GISCs
Notification Messages (GISC: All, centre: All, report by: br-inmet-global-
WIS2 Nodes Total Me
10
Publishing Without Metadata
74
32
cn-cma-global-broker
Notification Messages (GISC: All, centre: All, report by: cn-cma-global-
11
68
65
fr-meteofrance-global-broker
Notification Messages (GISC: All, centre: All, report by: fr-meteofrance-global-
12
Using Invalid Mes
73
38
4
us-noaa-global-broker
Notification Messages (GISC: All, centre: All, report by: us-noaa-global
13
59
42


Dashboards - Grafana
https://gm.wis.cma.cn/dashboards
Home › Dashboards
Home
Starred
Dashboards
14
Alerting
Administration
Dashboards
Create and manage dashboards
Search for dashboards and
Filter by tag
Name
Shared with me
WIS2-GISC
WIS2-Global Services
WIS2-GISC - Dashboards - Grafa
https://gm.wis.cma.cn/dashboards/f/feava5s6dtn9cb/
Search or jump to...
Home › Dashboards › WIS2-GISC
WIS2-GISC
Manage folder dashboards and permissions
Dashboards
Panels
Alert rules
Search for dashboards and folders
Filter by tag
Starred
Name
Global Brokers Connection Status
wis2-gisc-GB
wis2-gisc-GC
15
wis2-gisc-GDC


wis2-gisc-GC
Share
Last 24 hours GMT
16
Select a time range
June 2025
Absolute time range
From
2025-06-01 00:00:00
To
2025-06-01 23:59:59
Apply 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
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
Home
Starred
Dashboards
Alerting
Administration
GISC
All
centre_id
gc_report_id
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
Global Broker (Notification me...
GC for GISCs
WIS2 Nodes Total Downloaded
17
67
18
72
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/UI	GM China	72															
GC MO NOAA US/UI	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.weat	connect ok															
GDC CMA	https://gdc.wis.cma.c	connect ok															
GDC DWD	https://wis2.dwd.de/g	connect ok															

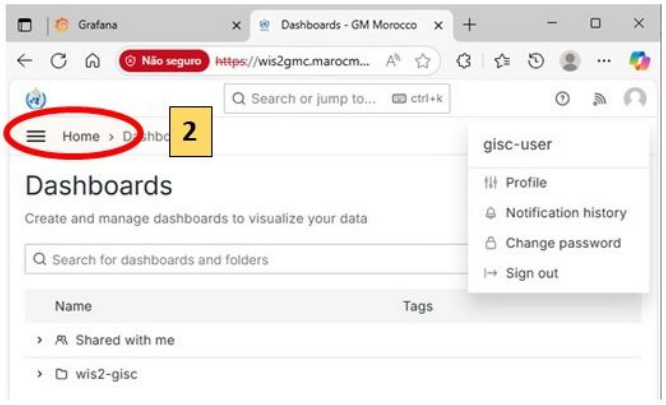
23

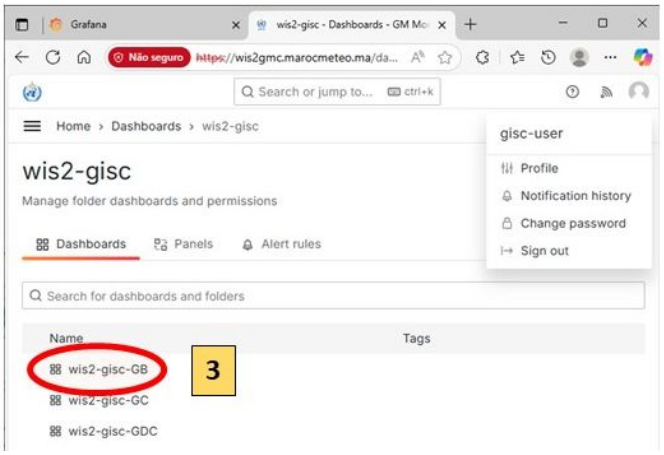
24

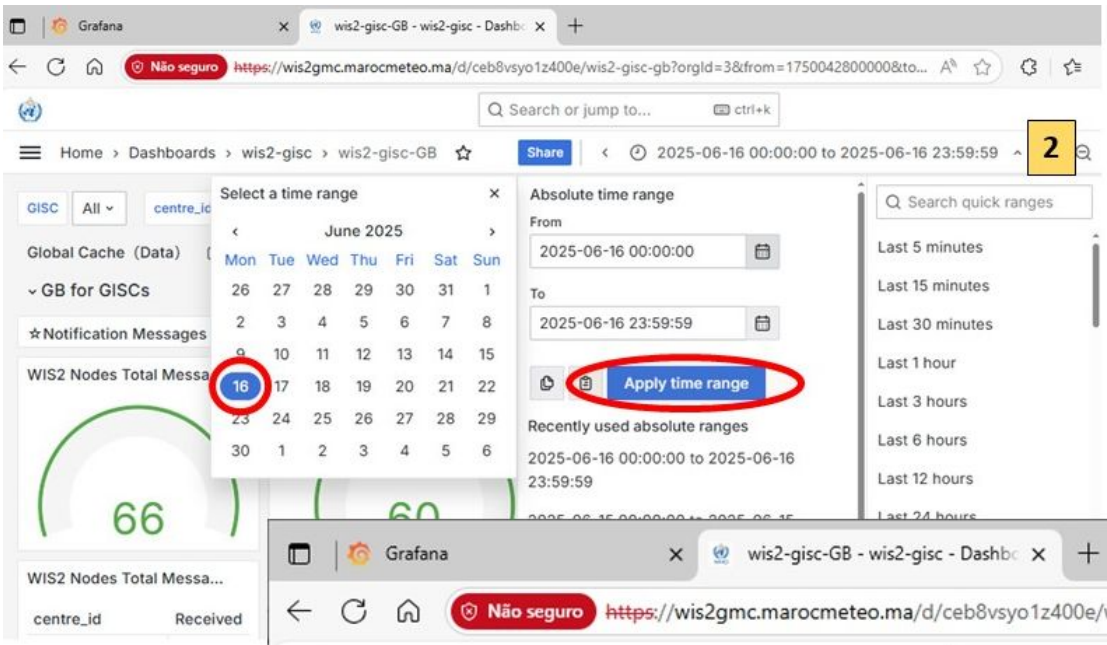
For GM-Morocco Dashboard:

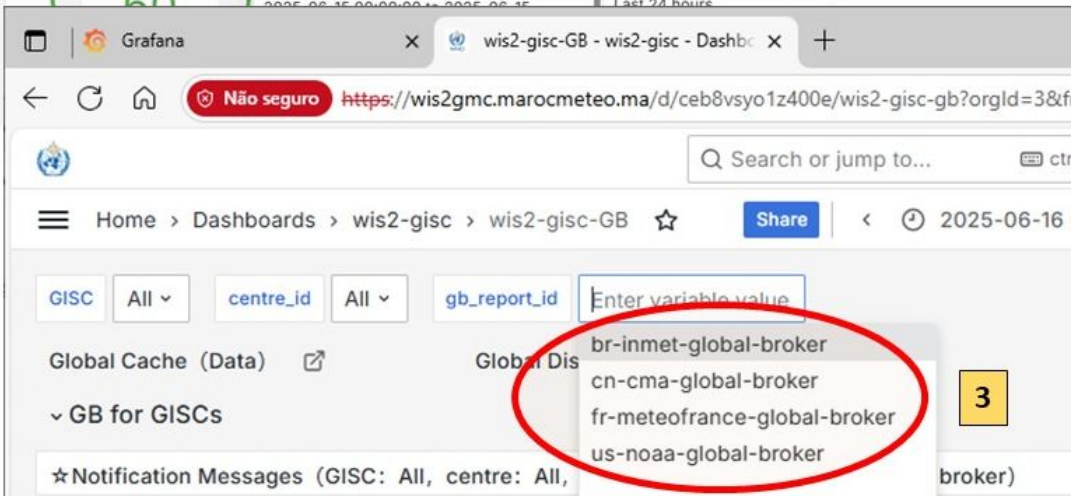
https://wis2gmc.marocmeteo.ma

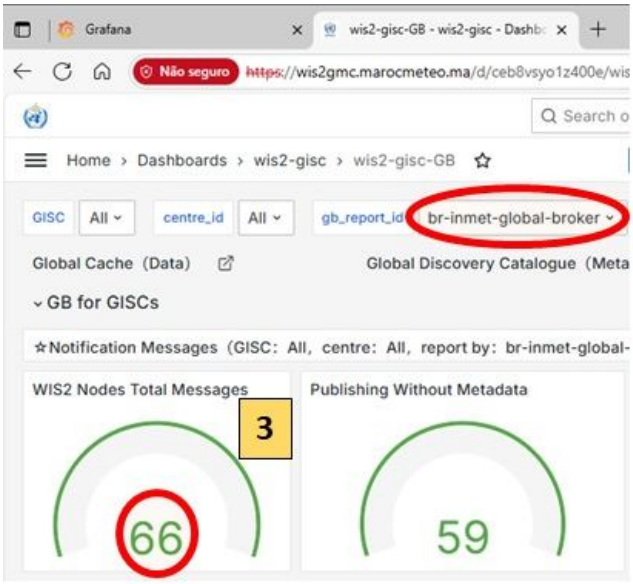
1

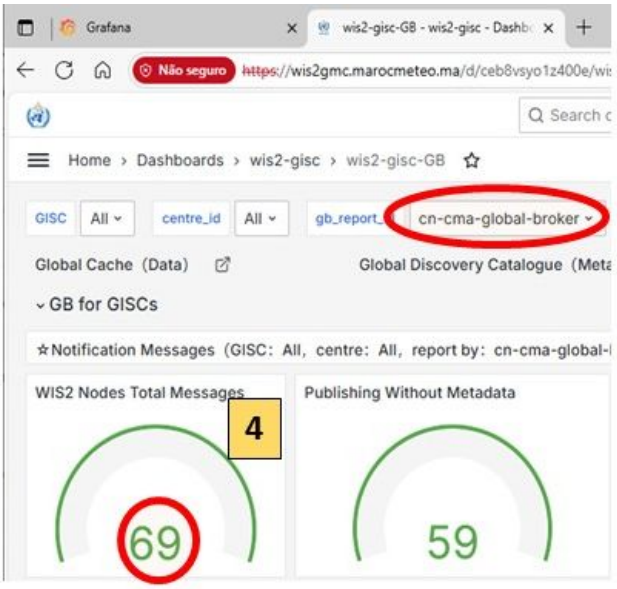


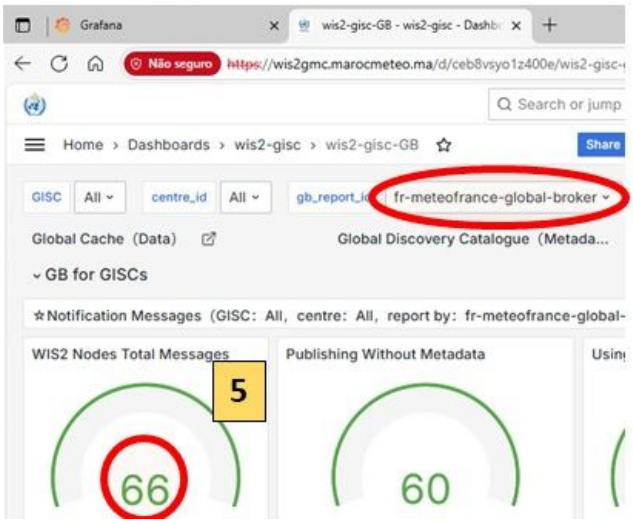


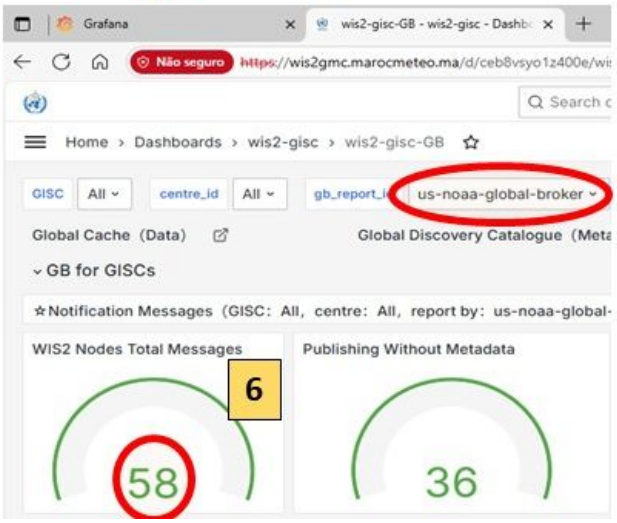


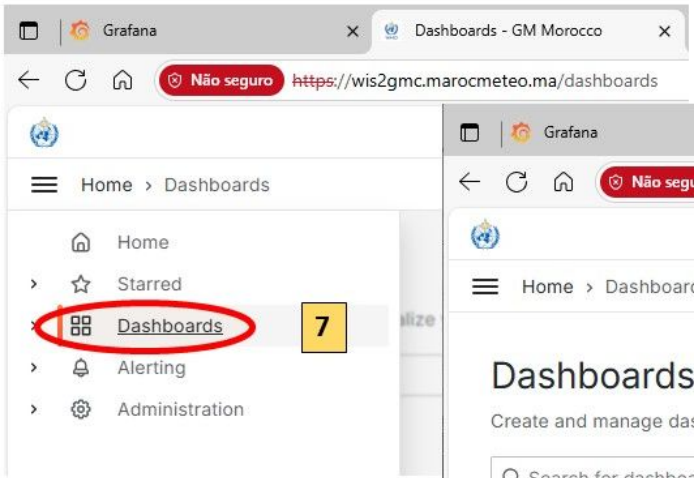


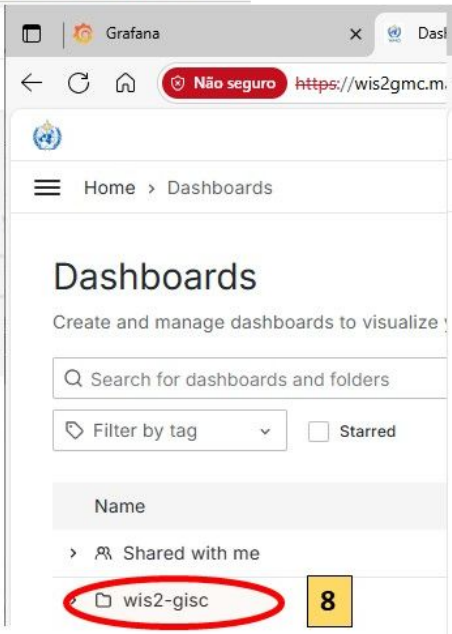

Grafana
wis2-gisc-GB - wis2-gisc - Dashb
Não seguro
https://wis2gmc.marocmeteo.ma/d/ceb8vsyo1z400e/wis
Search o
Home › Dashboards › wis2-gisc › wis2-gisc-GB
GISC
All
centre_id
All
gb_report_id
br-inmet-global-broker
Global Cache (Data)
Global Discovery Catalogue (Meta
GB for GISCs
☆Notification Messages (GISC: All, centre: All, report by: br-inmet-global-
WIS2 Nodes Total Messages
3
66
Publishing Without Metadata
59

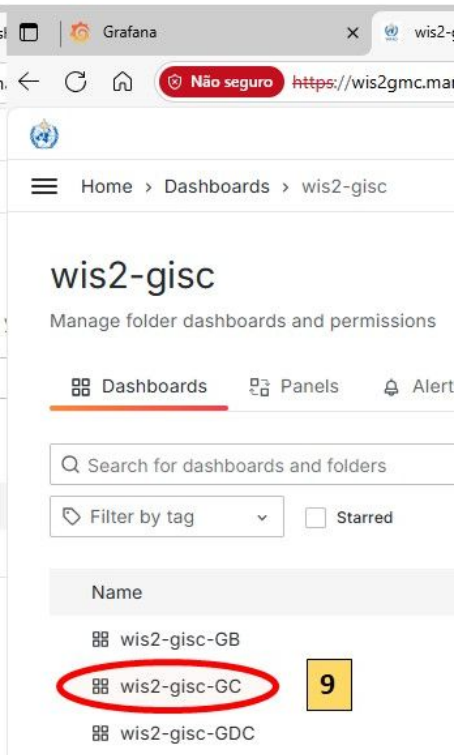

Grafana
wis2-gisc-GB - wis2-gisc - Dashb
Não seguro
https://wis2gmc.marocmeteo.ma/d/ceb8vsyo1z400e/wis
Search c
Home › Dashboards › wis2-gisc › wis2-gisc-GB
GISC
All
centre_id
All
gb_report_
cn-cma-global-broker
Global Cache (Data)
Global Discovery Catalogue (Meta
GB for GISCs
☆Notification Messages (GISC: All, centre: All, report by: cn-cma-global-
WIS2 Nodes Total Messages
4
69
Publishing Without Metadata
59

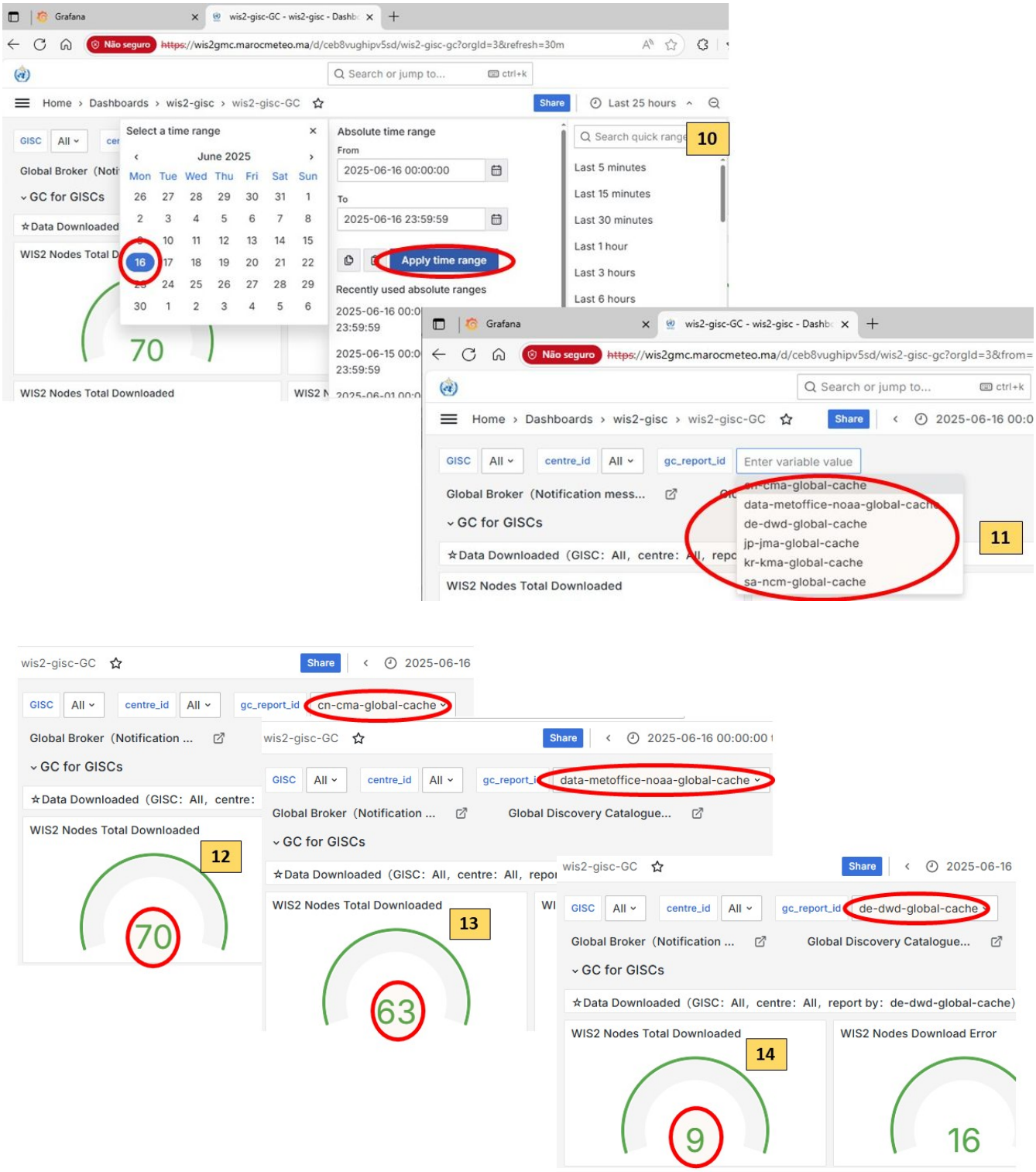

Grafana
wis2-gisc-GB - wis2-gisc - Dashb
Não seguro
https://wis2gmc.marocmeteo.ma/d/ceb8vsyo1z400e/wis2-gisc-
Search or jump
Home › Dashboards › wis2-gisc › wis2-gisc-GB
Share
GISC
All
centre_id
All
gb_report_id
fr-meteofrance-global-broker
Global Cache (Data)
Global Discovery Catalogue (Metada...
GB for GISCs
☆Notification Messages (GISC: All, centre: All, report by: fr-meteofrance-global-
WIS2 Nodes Total Messages
5
66
Publishing Without Metadata
60

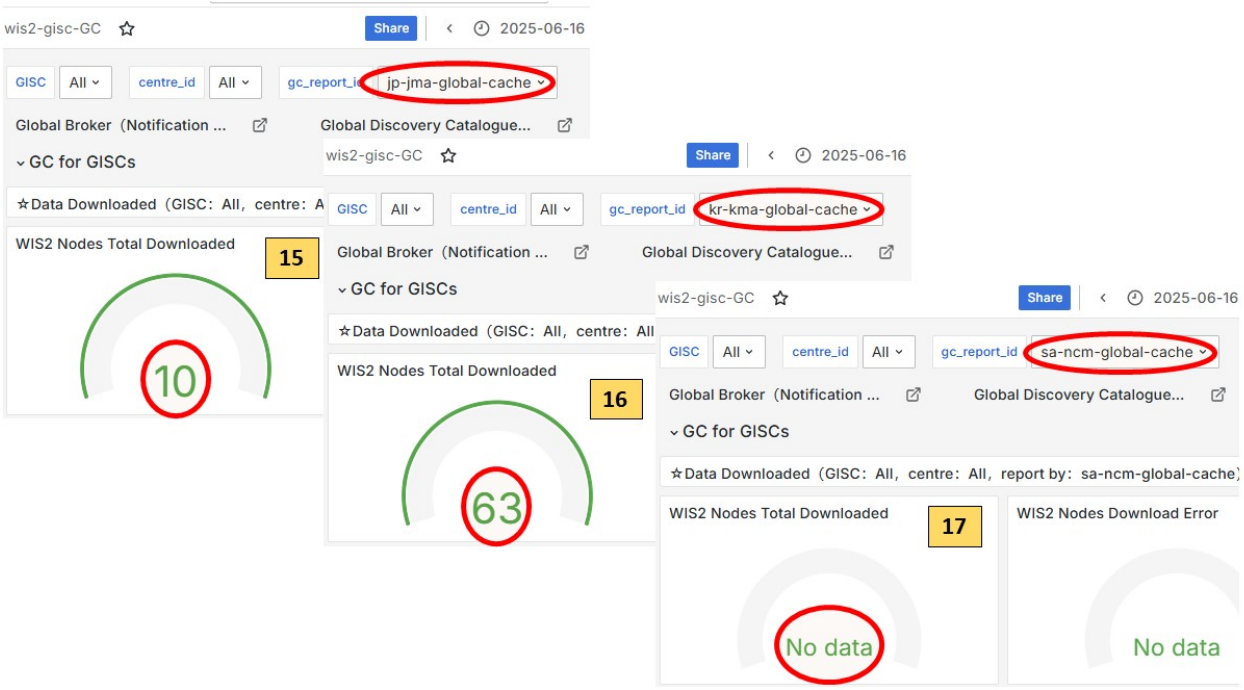

Grafana
wis2-gisc-GB - wis2-gisc - Dashb
Não seguro
https://wis2gmc.marocmeteo.ma/d/ceb8vsyo1z400e/wis
Search c
Home › Dashboards › wis2-gisc › wis2-gisc-GB
GISC
All
centre_id
All
gb_report_
us-noaa-global-broker
Global Cache (Data)
Global Discovery Catalogue (Meta
GB for GISCs
☆Notification Messages (GISC: All, centre: All, report by: us-noaa-global-
WIS2 Nodes Total Messages
6
58
Publishing Without Metadata
36


Grafana
Dashboards - GM Morocco
Não seguro
https://wis2gmc.marocmeteo.ma/dashboards
Home › Dashboards
Home
Starred
Dashboards
7
Alerting
Administration


Grafana
Não seguro
https://wis2gmc.m
Home › Dashboards
Dashboards
Create and manage dashboards to visualize
Search for dashboards and folders
Filter by tag
Starred
Name
Shared with me
wis2-gisc
8


Grafana
Não seguro
https://wis2gmc.mar
Home › Dashboards › wis2-gisc
wis2-gisc
Manage folder dashboards and permissions
Dashboards
Panels
Alert
Search for dashboards and folders
Filter by tag
Starred
Name
wis2-gisc-GB
wis2-gisc-GC
9
wis2-gisc-GDC


Grafana
wis2-gisc-GC - wis2-gisc - Dashb
Não seguro
https://wis2gmc.marocmeteo.ma/d/ceb8vughipv5sd/wis2-gisc-gc?orgId=3&refresh=30m
Search or jump to...
ctrl+k
Home › Dashboards › wis2-gisc › wis2-gisc-GC
Share
Last 25 hours
Select a time range
June 2025
Absolute time range
From
2025-06-16 00:00:00
To
2025-06-16 23:59:59
Apply time range
Recently used absolute ranges
Search quick ranges
Last 5 minutes
Last 15 minutes
Last 30 minutes
Last 1 hour
Last 3 hours
Last 6 hours
10
GISC
All
centre_id
gc_report_id
Enter variable value
Global Broker (Notification mess...
GC for GISCs
☆Data Downloaded (GISC: All, centre: All, repo
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
11
wis2-gisc-GC
2025-06-16
cn-cma-global-cache
Global Broker (Notification ...
GC for GISCs
☆Data Downloaded (GISC: All, centre:
WIS2 Nodes Total Downloaded
12
70
2025-06-16 00:00:00
data-metoffice-noaa-global-cache
Global Broker (Notification ...
Global Discovery Catalogue...
☆Data Downloaded (GISC: All, centre: All, repo
WIS2 Nodes Total Downloaded
13
63
de-dwd-global-cache
☆Data Downloaded (GISC: All, centre: All, report by: de-dwd-global-cache)
WIS2 Nodes Total Downloaded
14
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.c	connect ok															connect ok
GM China GS	https://gm.wis.cma.c	connect ok															connect ok
GM Morocco GISC	http://wis2gmc.maroc	connect ok															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	16/06/202
GB Brazil	GM China	74															
GB Brazil	GM Morocco																66
GB China	GM China	68															
GB China	GM Morocco																69
GB France	GM China	73															
GB France	GM Morocco																66
GB US	GM China	59															
GB US	GM Morocco																58
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																70
GC MO NOAA US/UI	GM China	72															
GC MO NOAA US/UI	GM Morocco																63
GC DE DWD	GM China	No data															
GC DE DWD	GM Morocco																09
GC JP JMA	GM China	50															
GC JP JMA	GM Morocco																10
GC KR KMA	GM China	72															
GC KR KMA	GM Morocco																63
GC SA NCM	GM China	62															
GC SA NCM	GM Morocco																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.weat	connect ok															connect ok
GDC CMA	https://gdc.wis.cma.c	connect ok															connect ok
GDC DWD	https://wis2.dwd.de/g	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

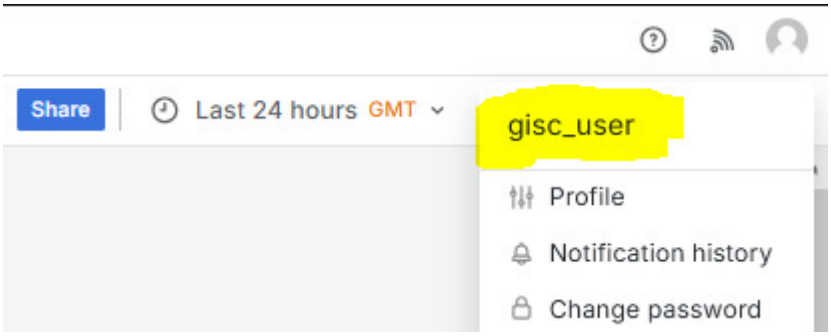
Global Services	Test Source	Details	Roster Start	Optional additional dates	Roster end
GM MAROCMETEO GISC	https://wis2gmc.marocmeteo.ma/	User: gisc-user	connect OK	…	connect NOK
Global Brokers					
Based on dashboard **WIS2-GISC/wis2-gisc-GB** (gisc_user) / Indicator: "WIS2Nodes Total Messages over past 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

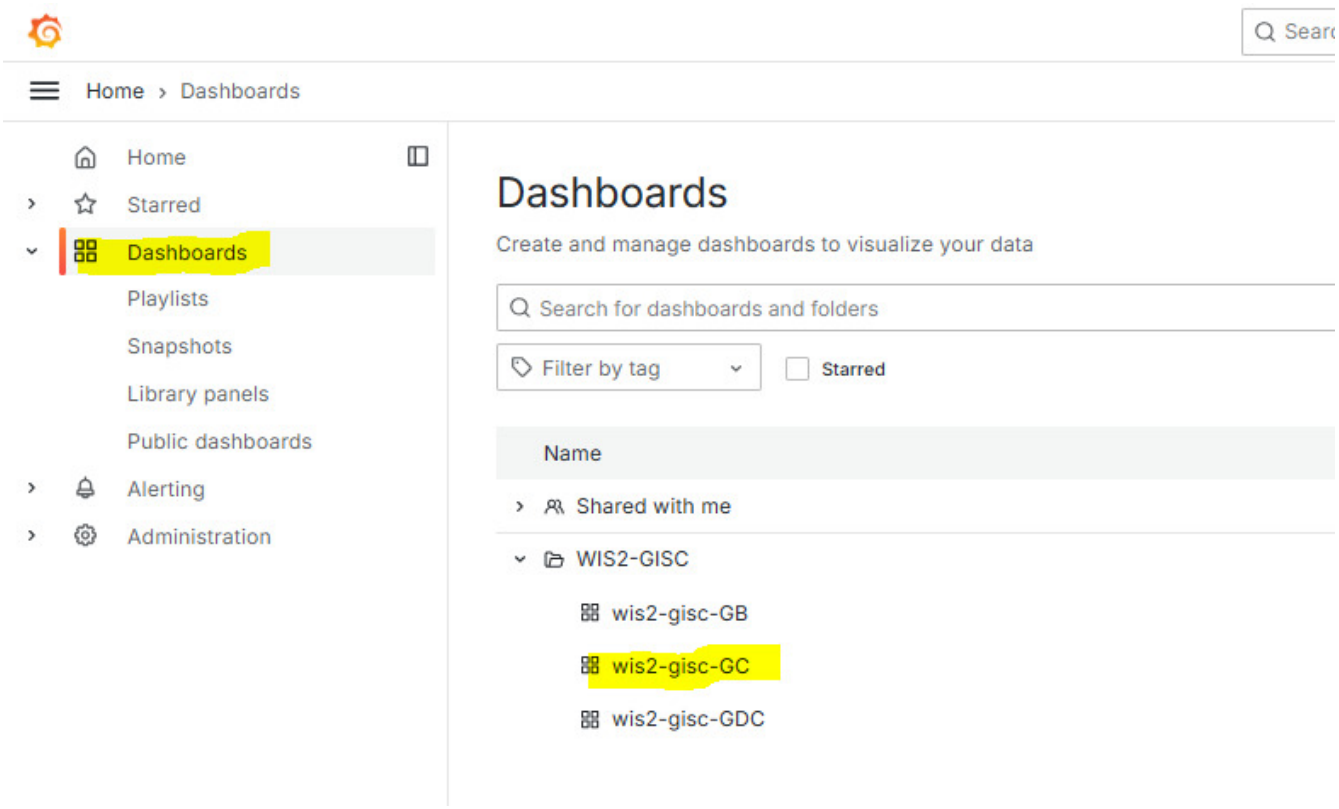
How to fetch data from the dashboards:

3.1. Global brokers data

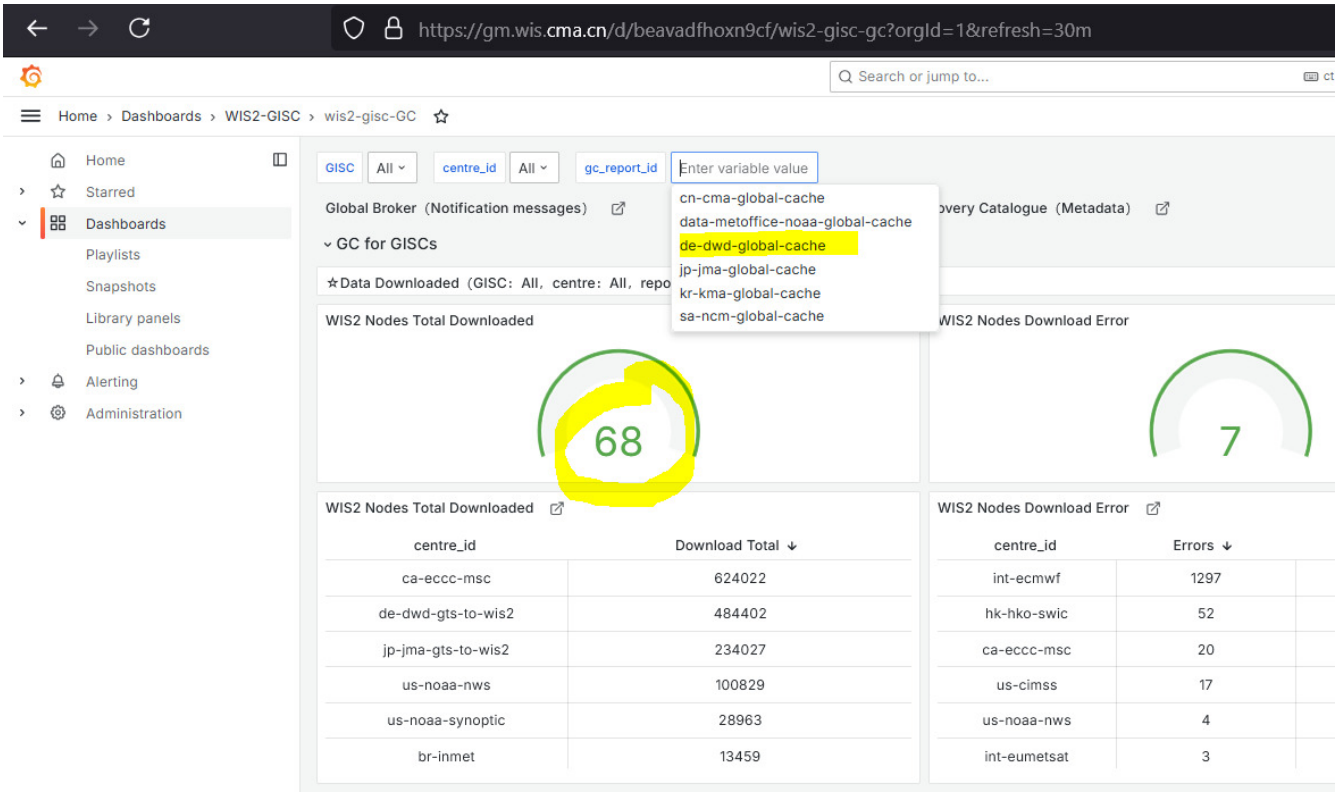
3.2. Global caches data



Log in as gisc_user



Click on Dashboards, then wis2-gisc-GC



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:

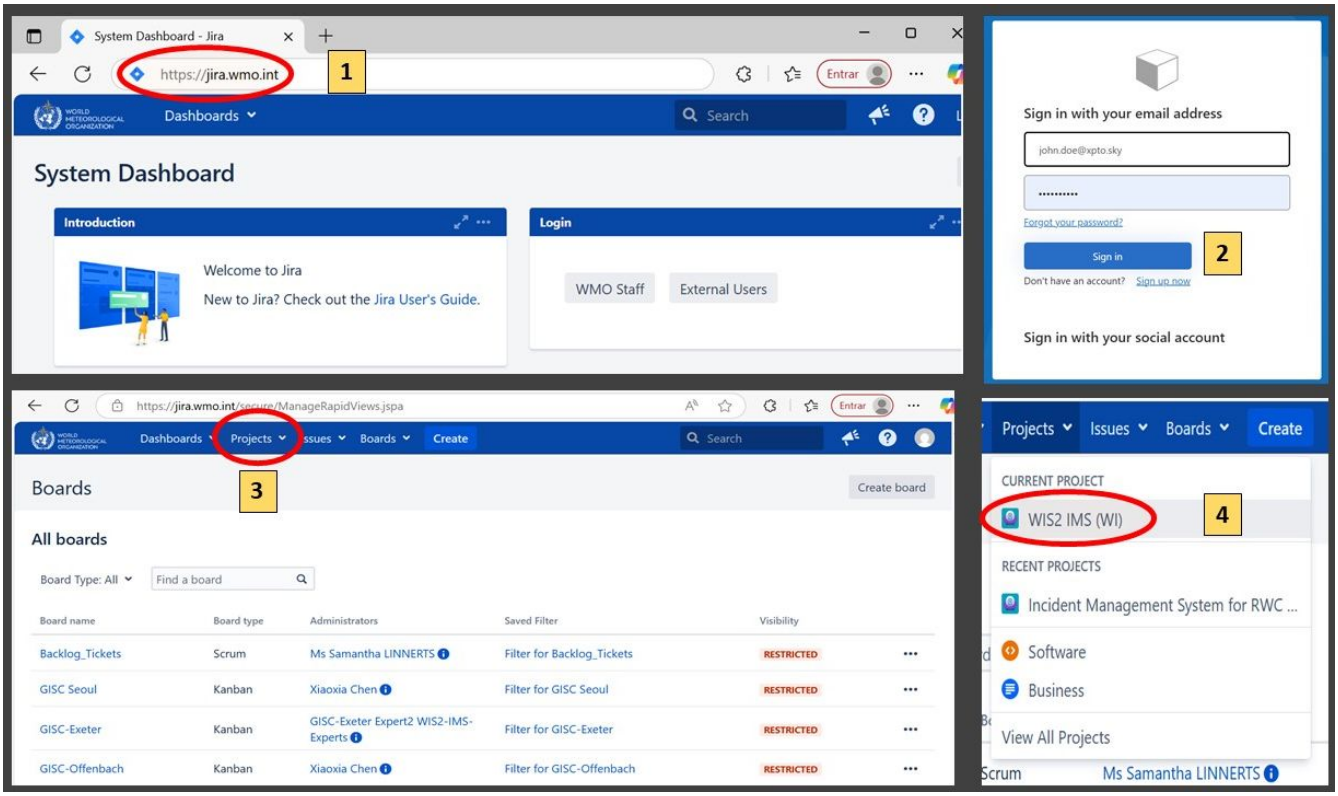
(1) Access the JIRA system:

- 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/wmocpdb/EdDUVYxXoRhIsAMp5yBmFicBz24ARqhDs_YEpidVd5oQ7g?e=7e2CmO
- JIRA accounts: There are two types of JIRA accounts:
  - WIS2-IMS-Operator, one account per GISC, associated with a genearal 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"



(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/wmocpdb/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)

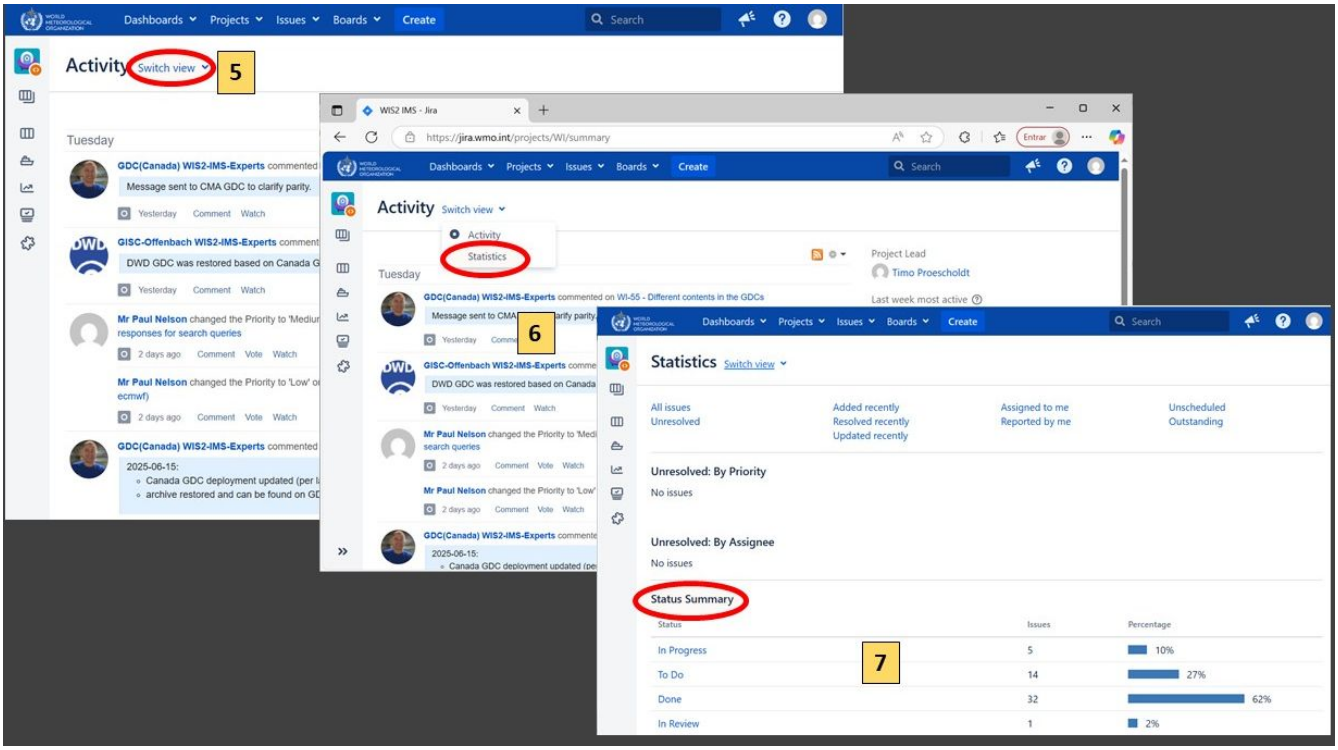


Table-1: Priority Levels

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

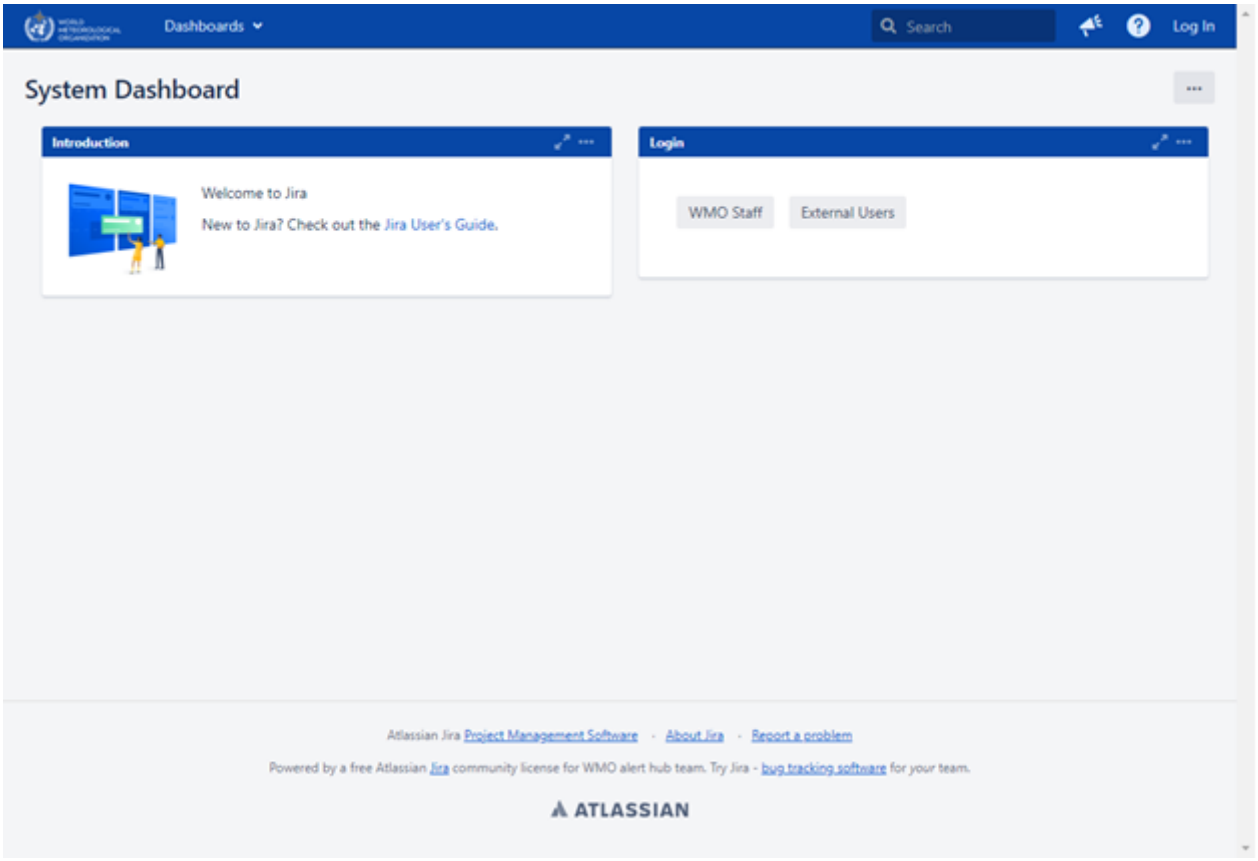
For any issue related to GISC Watch that requires escalation, the Chair of ET-WISOP is the first escalation point for all GISCs

Appendix 1: IMS-GISC Operator Manual

Chapter 10. 1. How to Login as External User

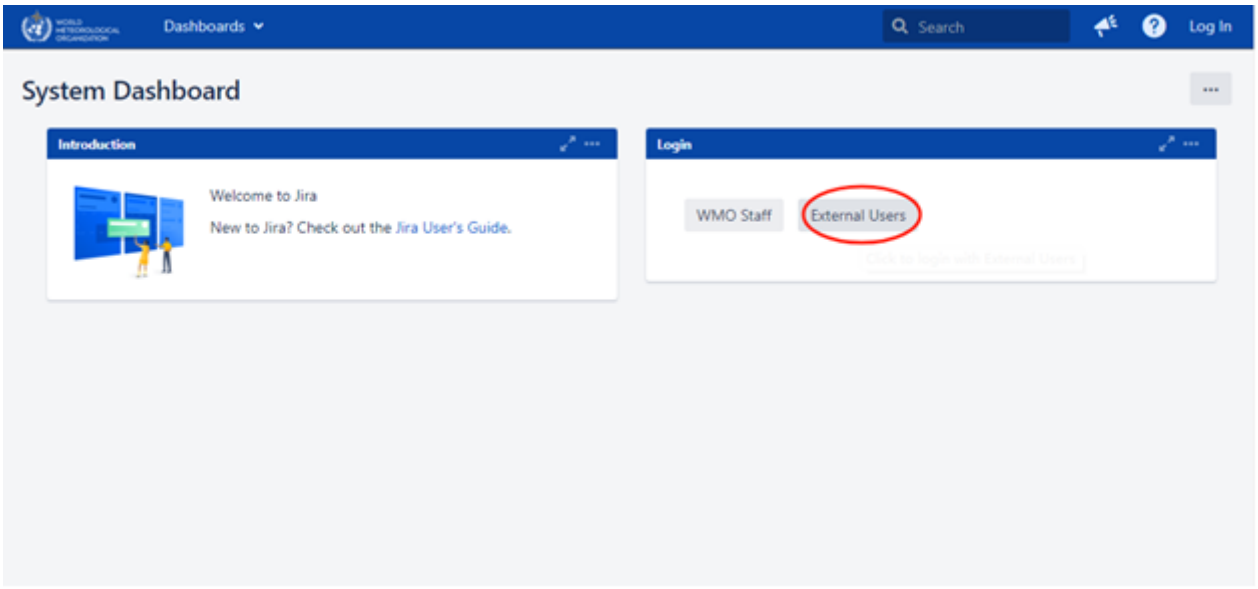
10.1. Step 1:

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



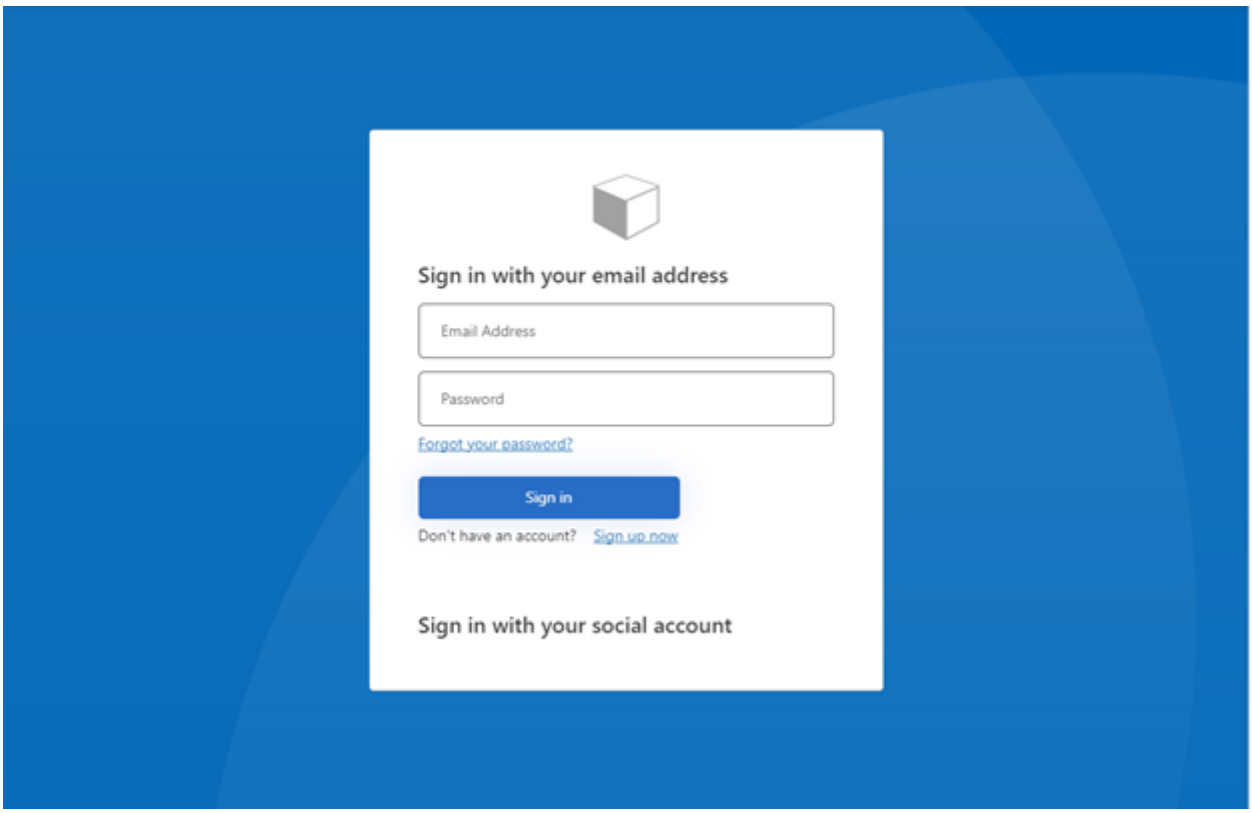
10.2. Step 2:

Click on the **External Users** button.



10.3. Step 3:

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

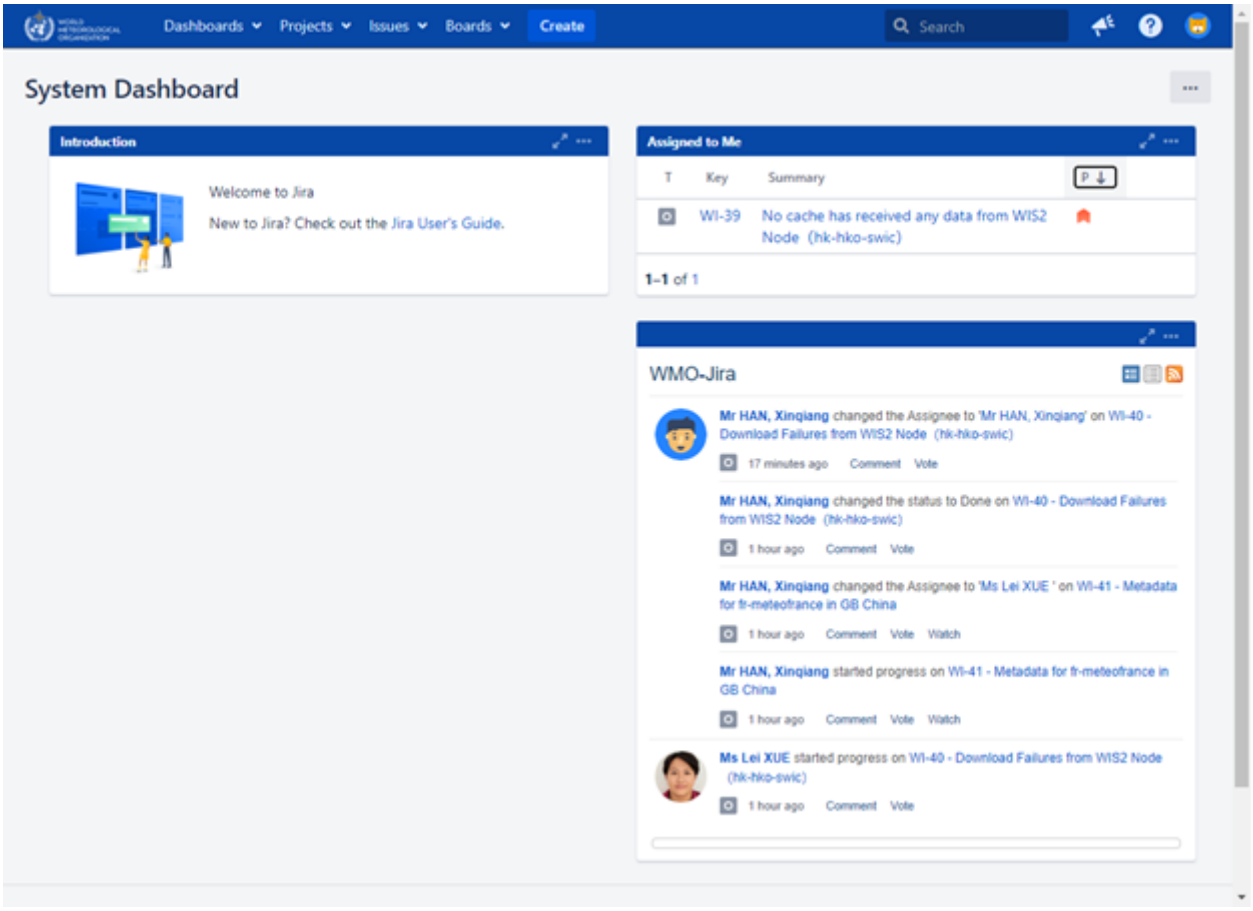


Chapter 11. 2. How to Resolve an Issue

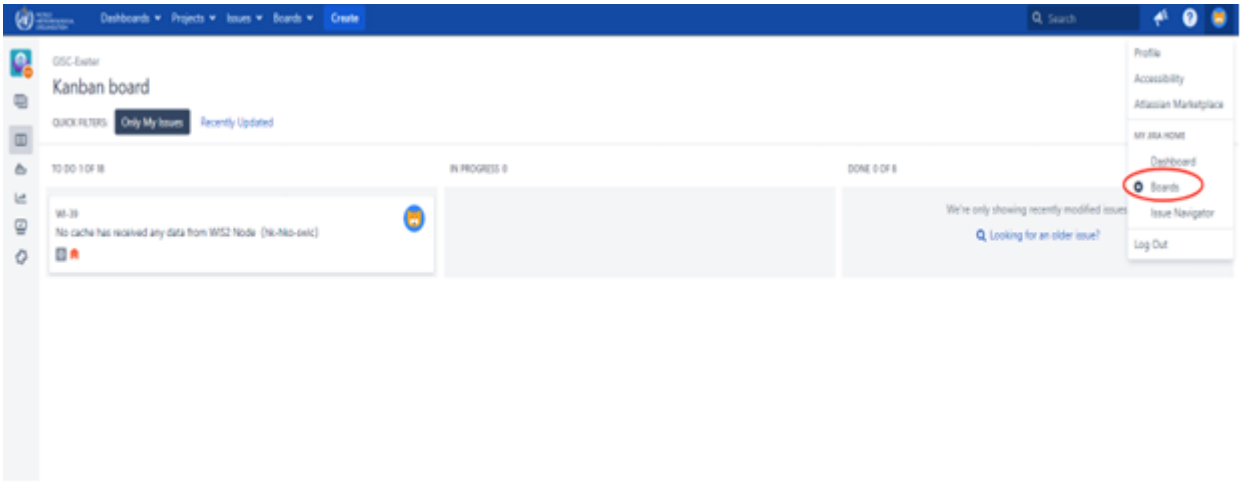
- **Note1** The GISC Watch on-duty may close tickets if the comments clearly indicate that the issue has been resolved. If the comments are unclear, lack evidence, or show no progress, the GISC Watch on-duty is responsible for following up with the assignee to verify the ticket's status.
- **Note2**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

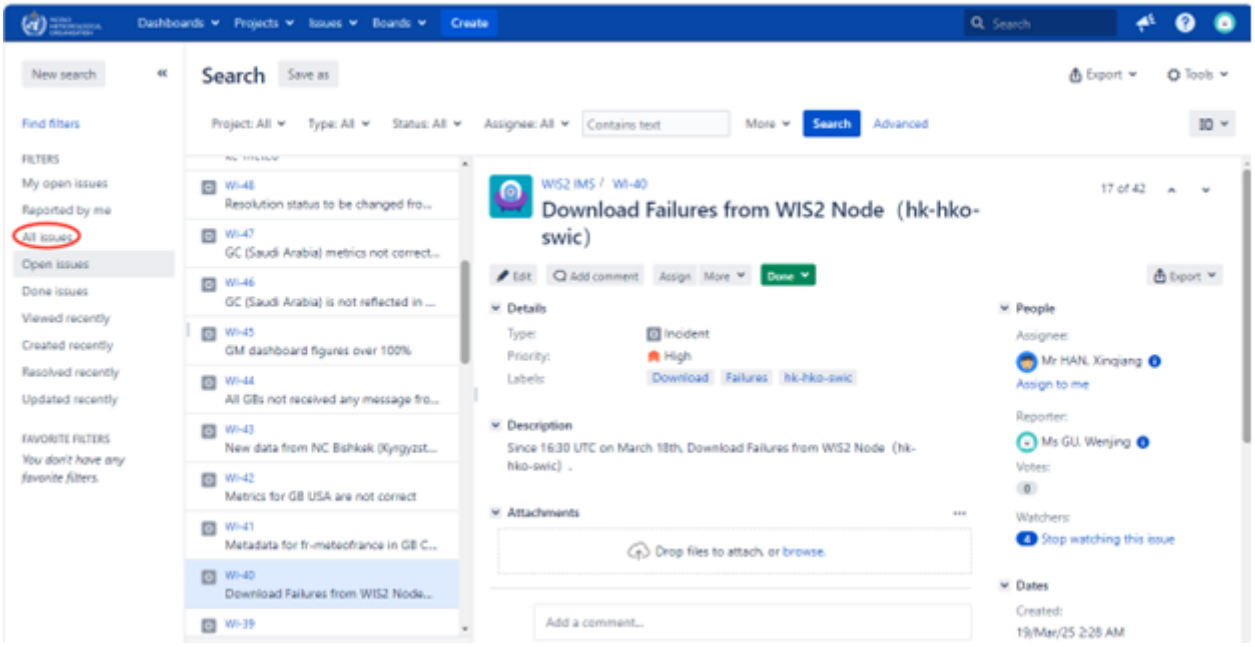
After logging in, you may find the issues assigned to you.



You can also find your issues by navigating to: `User Profile → Boards → Only My Issues`

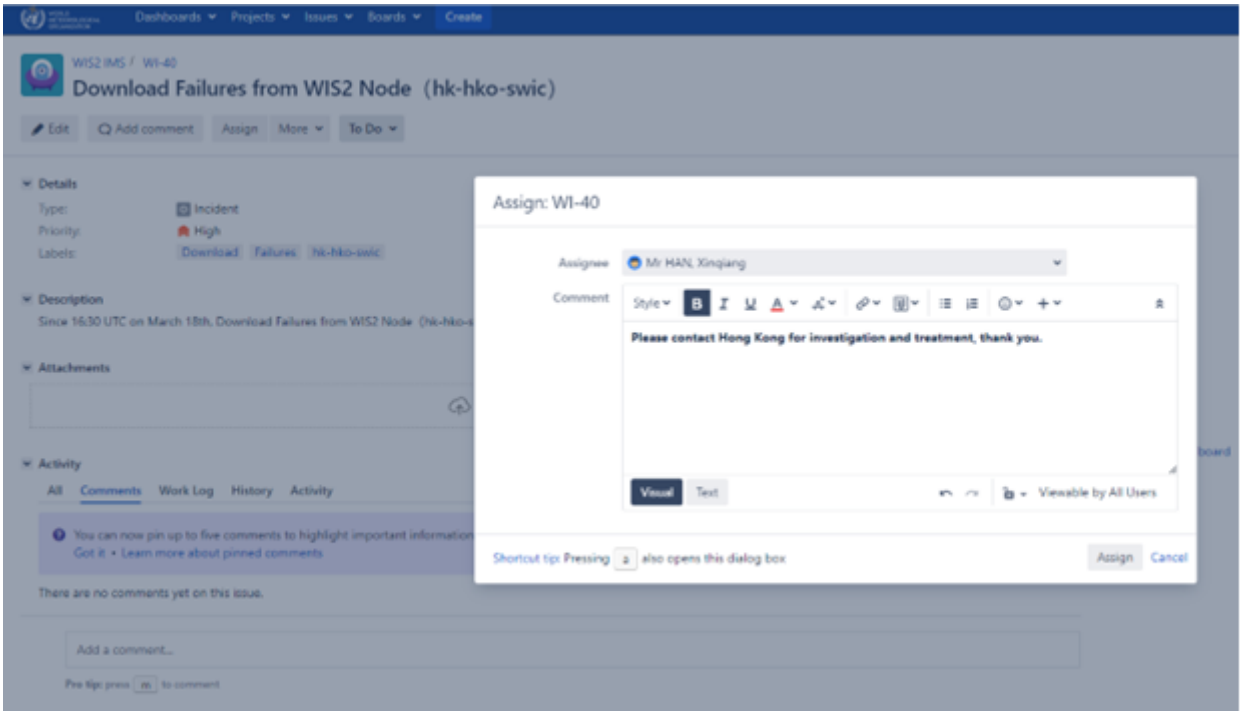


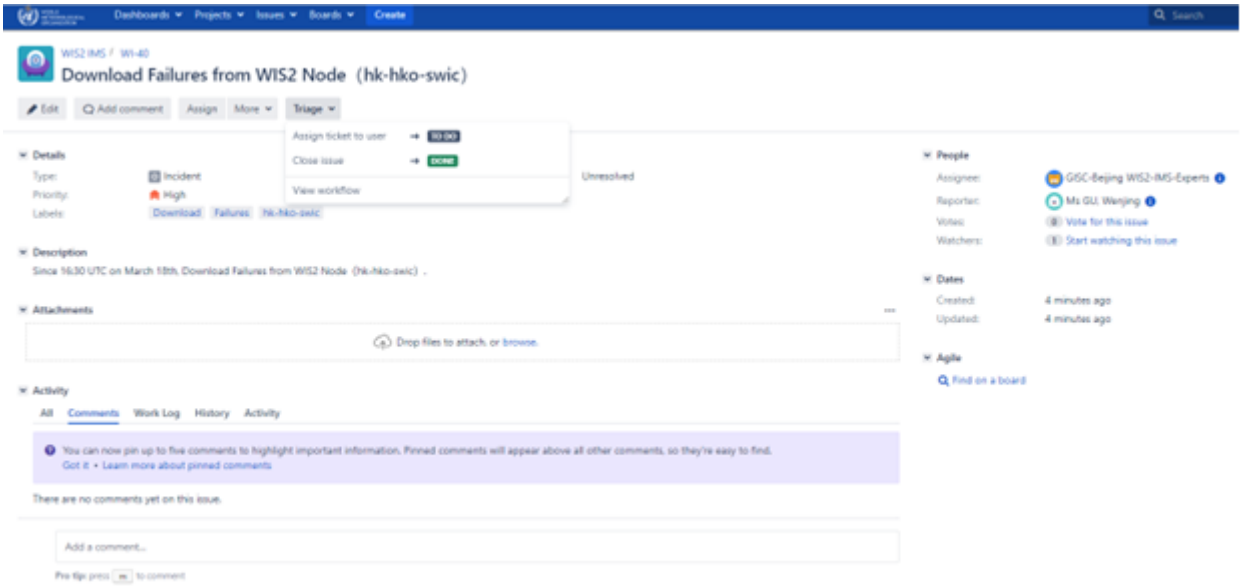
Alternatively, click on **Issues** in the top menu and select **My Open Issues** from the left panel.



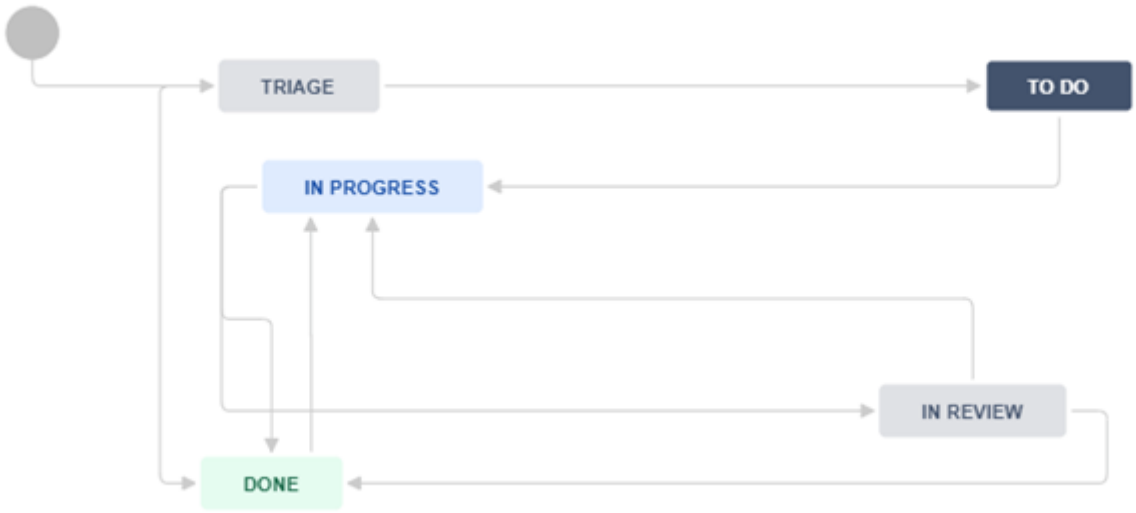
11.2. Step 2:

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



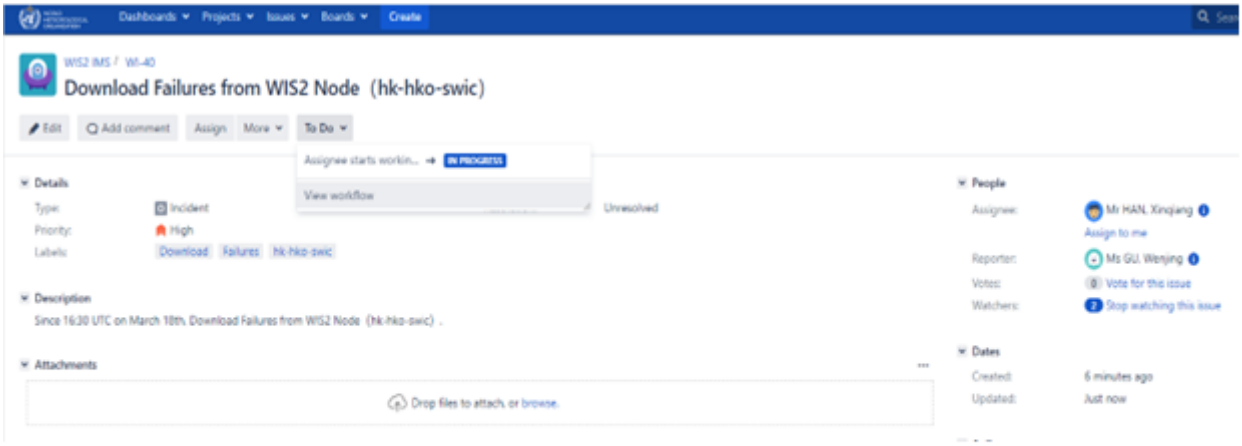


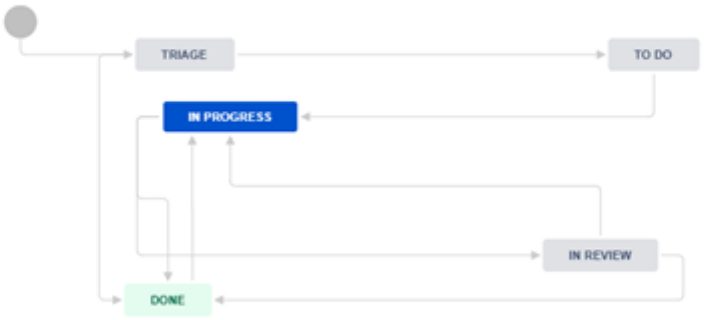
You can view the workflow by clicking on **View Workflow**.



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`.

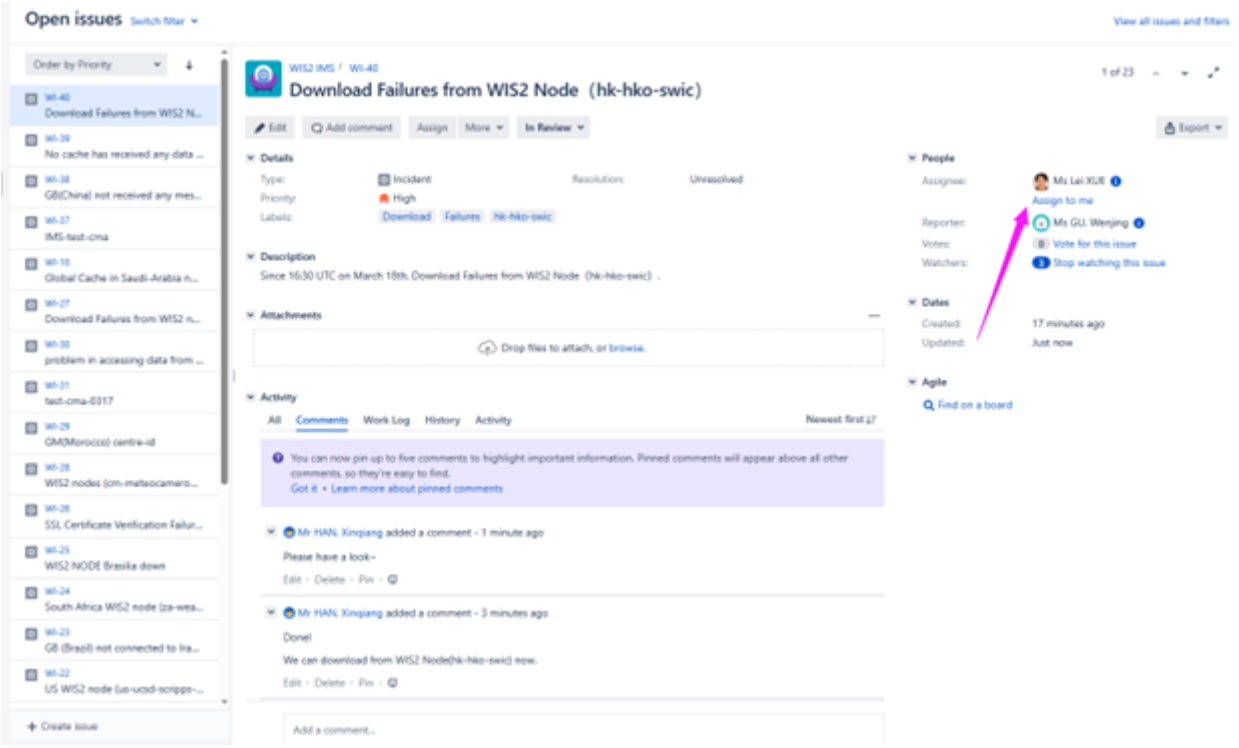




11.4. Step 4:

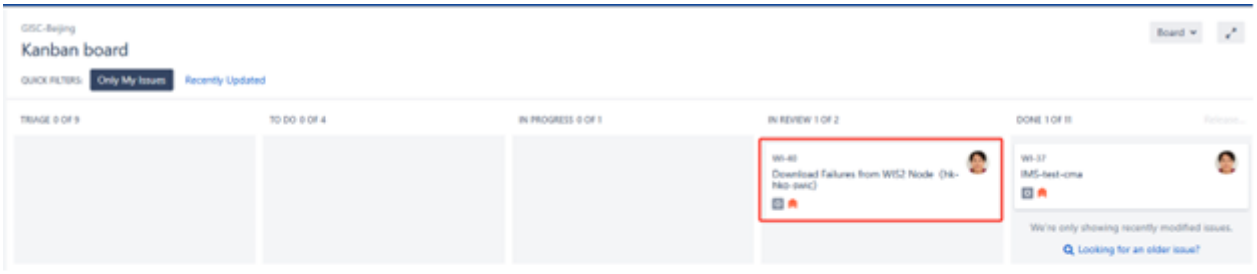
After addressing the issue, the assignee submits it for review: - Set the status from `IN PROGRESS` to `IN REVIEW`. - Assign the issue to the reviewer (e.g., XUE Lei).

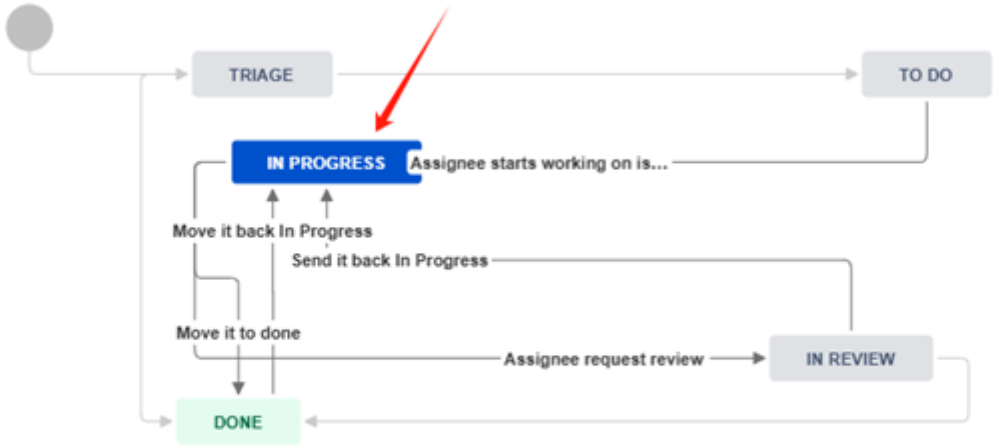
The process history is visible in the comments below, along with Reporter, Assignee, Watchers, etc., on the right.



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`.

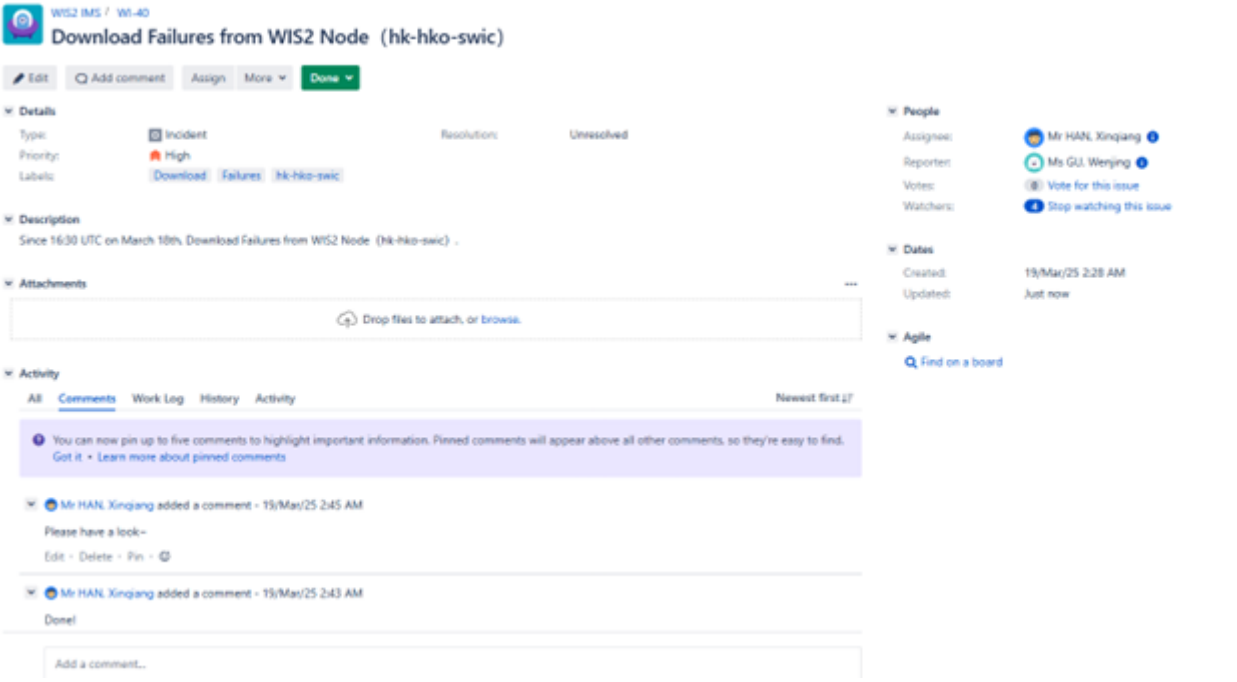


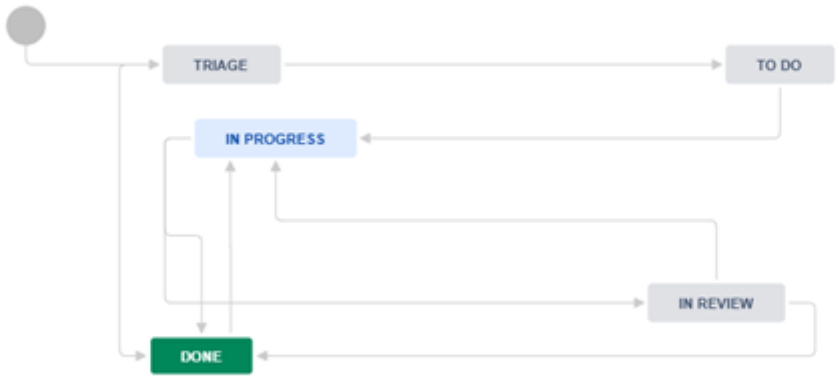


11.6. Step 6:

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

The issue is now successfully resolved.

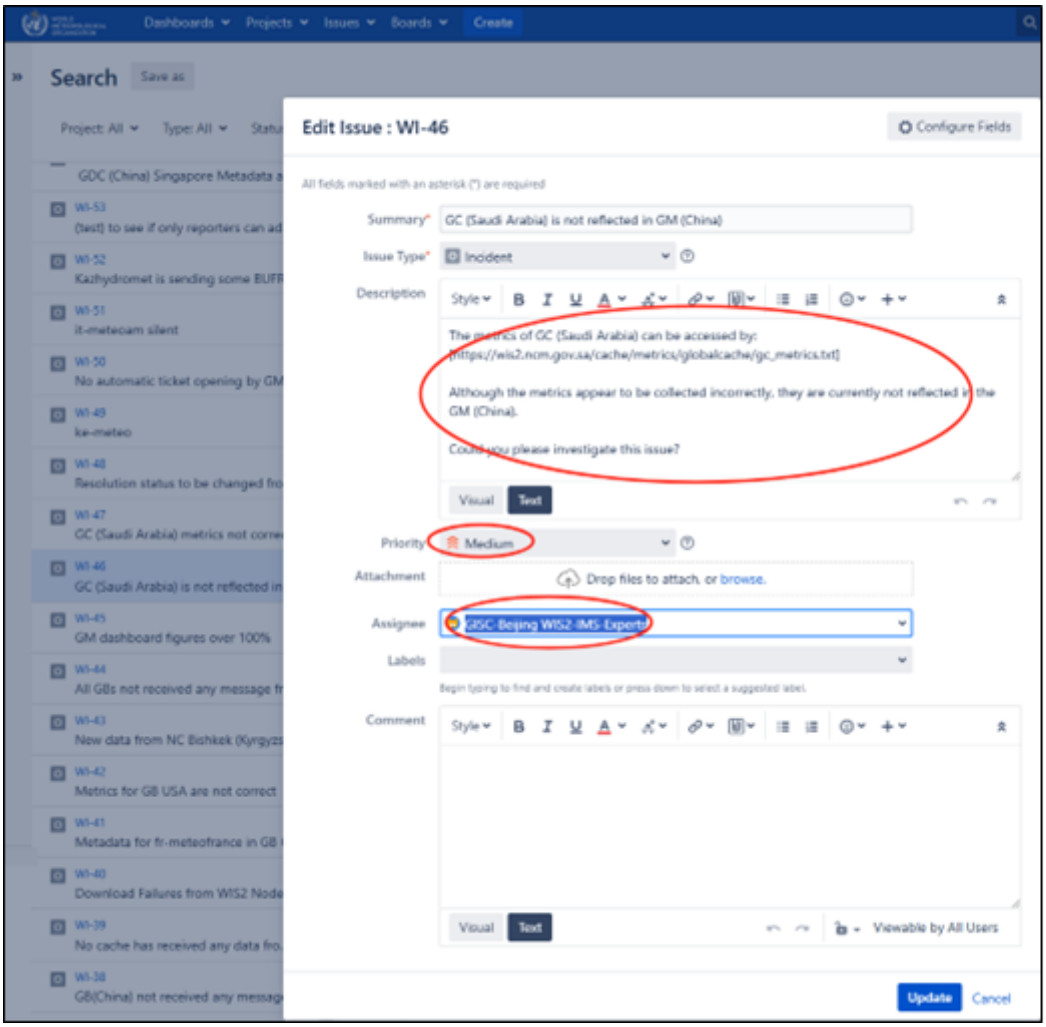

WIS2 IMS / WI-40
Download Failures from WIS2 Node (hk-hko-swic)
Edit
Add comment
Assign
More
Done
Details
Type: Incident
Priority: High
Labels: Download Failures hk-hko-swic
Resolution: Unresolved
Description
Since 16:30 UTC on March 10th, Download Failures from WIS2 Node (hk-hko-swic) .
Attachments
Drop files to attach, or browse.
Activity
All Comments Work Log History Activity
Newest first
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
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...
People
Assignee: Mr HAN, Xinqiang
Reporter: Ms GU, Wenjing
Votes: Vote for this issue
Watchers: Stop watching this issue
Dates
Created: 19/Mar/25 2:28 AM
Updated: Just now
Agile
Find on a board


TRIAGE
TO DO
IN PROGRESS
IN REVIEW
DONE

Chapter 12. 3. How to Create an Issue

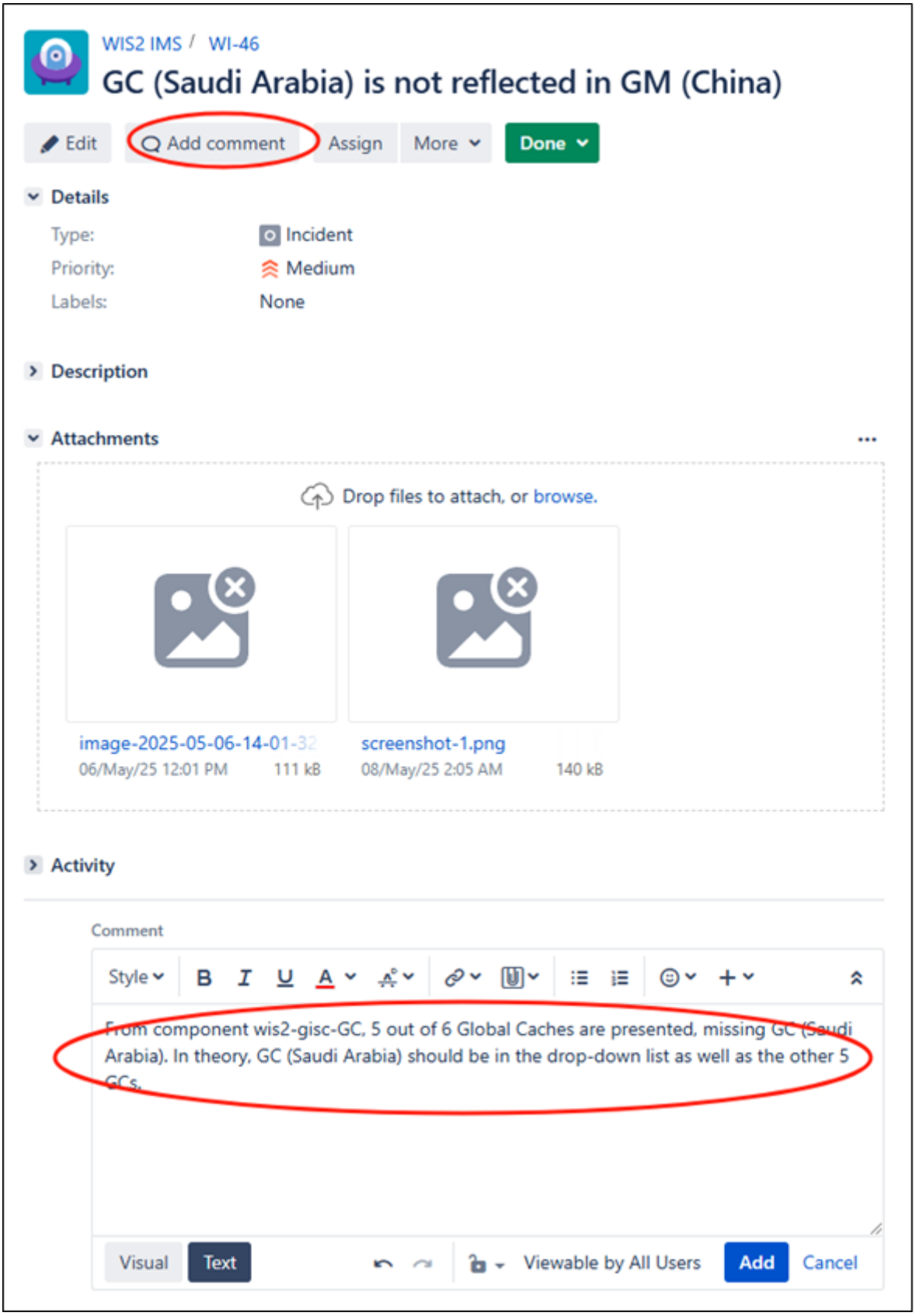
12.1. Step 1:

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.



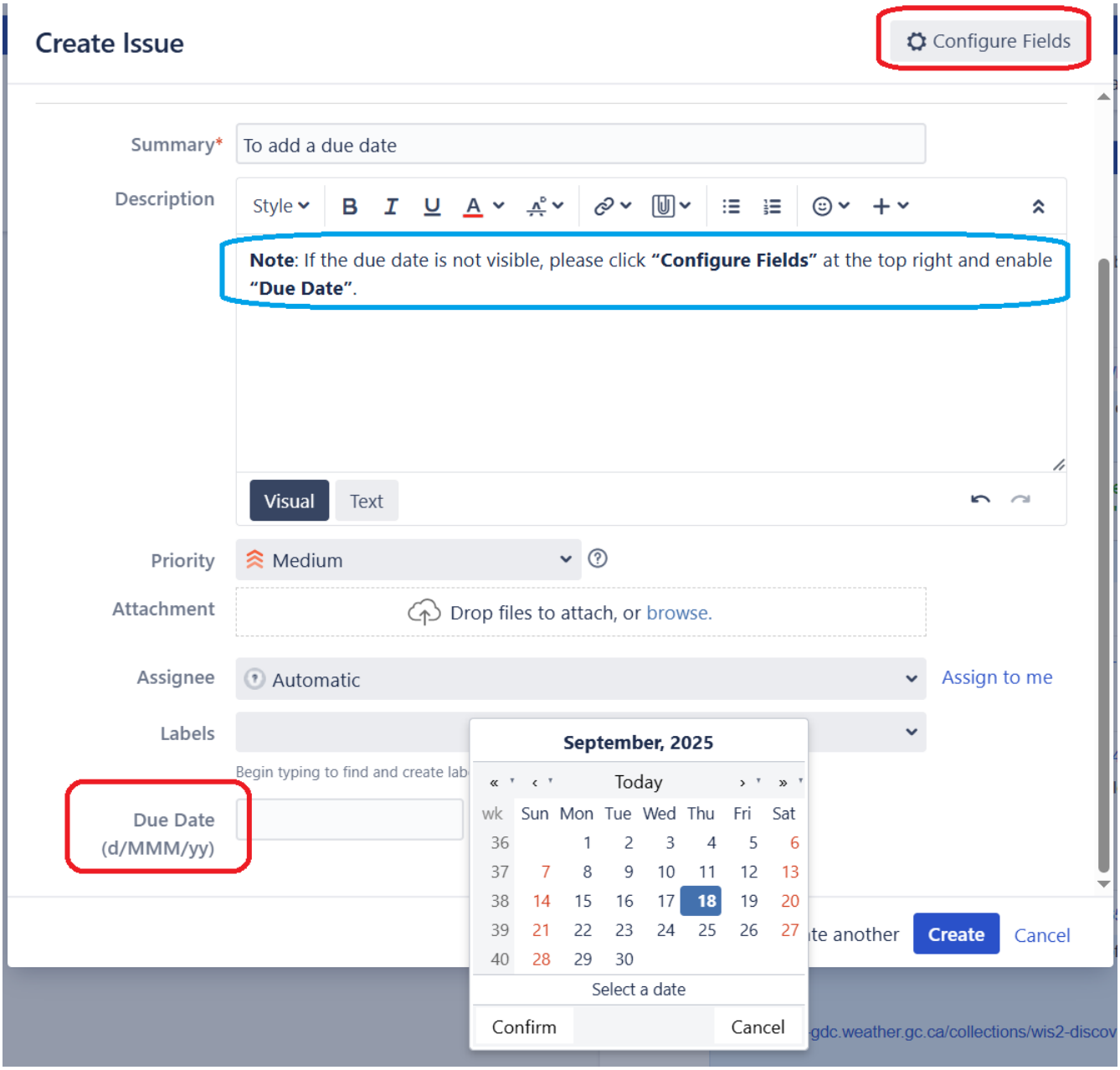
12.2. Step 2:

Add a comment to further explain the issue.



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.