

# WIS2 GISC Watch Guide

# **World Meteorological Organization**

Date: 2026-01-16

Version: 0.1

Document status: DRAFT

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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](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

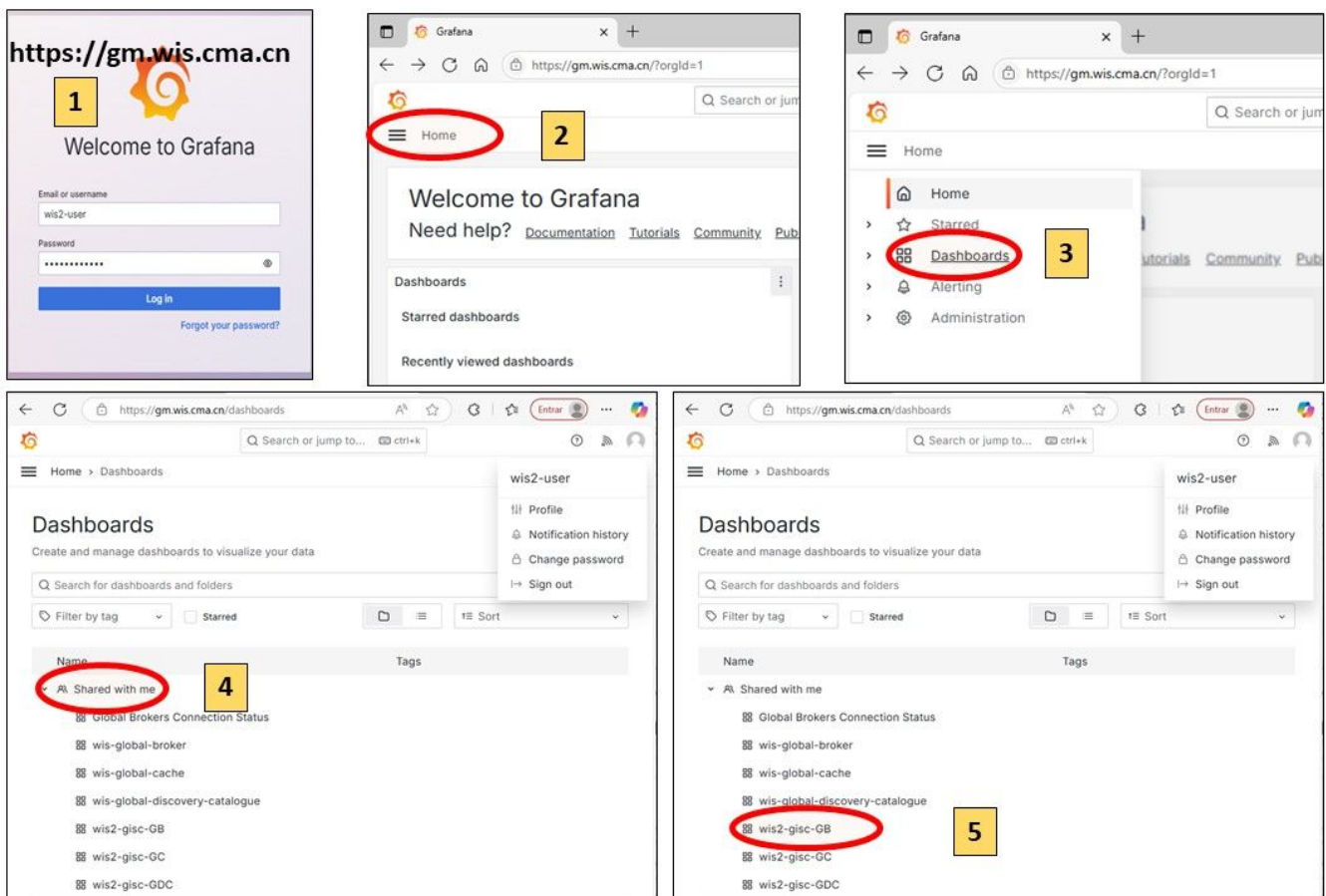
Procedure to use by the GISC on duty during the monitoring period.

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:**



wis2-gisc-GB - WIS2-GISC - Dashl x

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

Select a time range

June 2025

Mon Tue Wed Thu Fri Sat Sun

26 27 28 29 30 1 2

3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 1 2 3 4 5 6

1

Absolute time range

From 2025-06-01 00:00:00

To 2025-06-01 23:59:59

Apply time range

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 range

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

UTC+00:00 Change time settings

WIS2 Nodes Total Messages

74

Publishing Without Metadata

66

WIS2 Nodes Total Messages

centre\_id Received Publis

Publishing Without Metadata

centre\_id No Metadata %Total rec

Using

Africa/Accra Ghana, GMT

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

Share 2025-06-01 00:00:00 to 2025-06-01 23:59:59 GMT

Enter variable value

br-inmet-global-broker

cn-cma-global-broker

fr-meteofrance-global-broker

us-noaa-global-broker

WIS2 Nodes Total Message...

73

Publishing With

38

Invalid Message For...

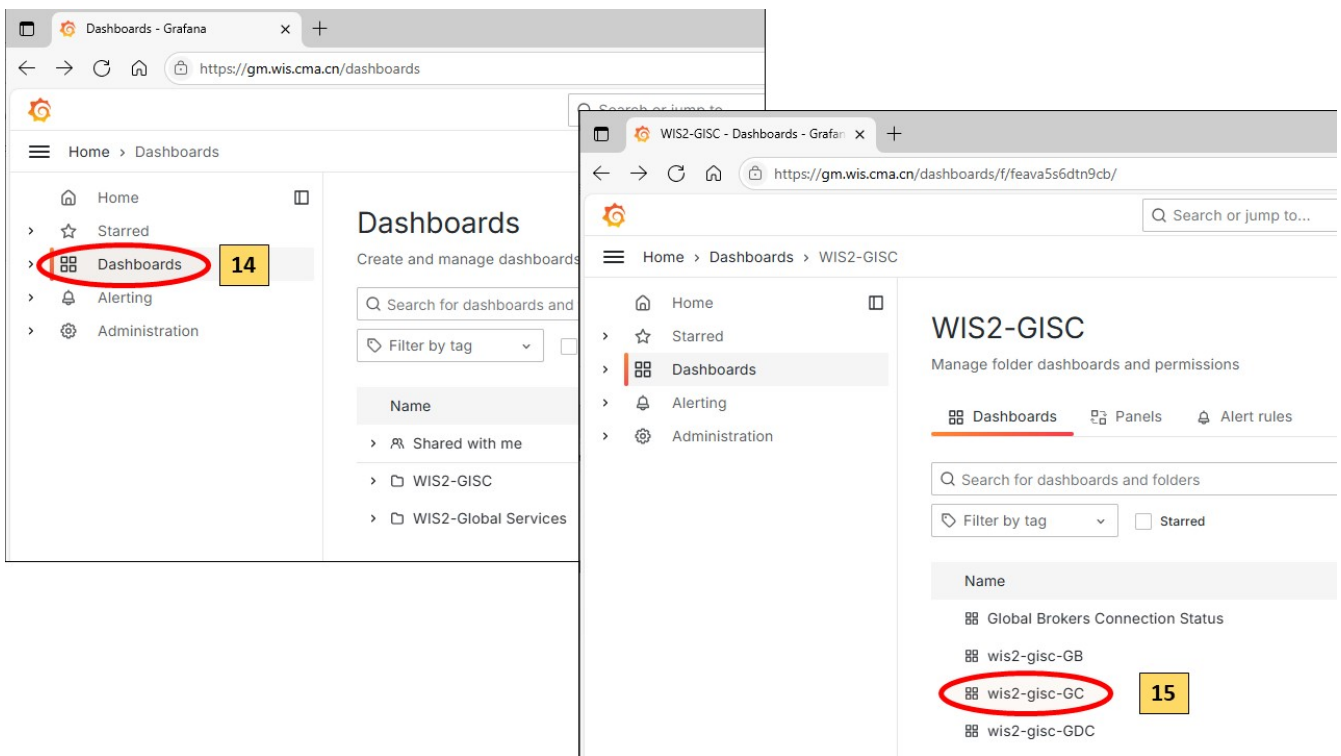
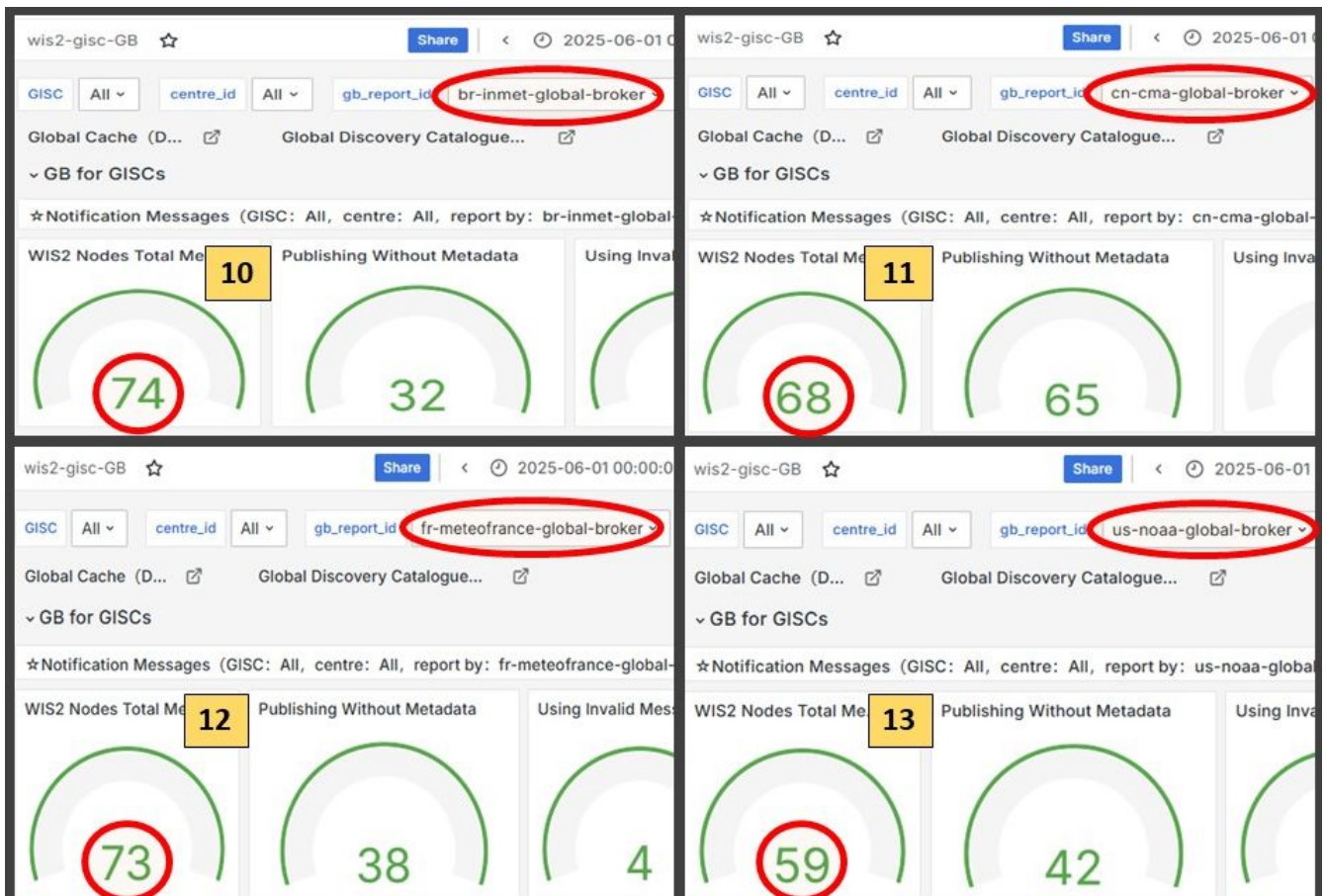
4

Using Invalid Mess...

2

Silent (no msg over...

1



wis2-gisc-GC ☆ Share Last 24 hours GMT 16

Select a time range × 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

Global Broker (Notification me...)

GC for GISCs

★Data Downloaded (GISC: All, centre: All, report by: All)

WIS2 Nodes Total Downloaded

wis2-gisc-GC - WIS2-GISC - Dashl x +

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: All, report by: All)

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...)

Global Discovery Catalogue (...)

GC for GISCs

★Data Downloaded (GISC: All, centre: All, report by: All)

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...)

Global Discovery Catalogue (...)

GC for GISCs

★Data Downloaded (GISC: All, centre: All, report by: data-metoffice-noaa-global-cache)

WIS2 Nodes Total Downloaded 18

72

wis2-gisc-GC ☆ Share < 2025-06-01 00:00:00

GISC All centre\_id All gc\_report\_id de-dwd-global-cache

Global Broker (Notification me...)

Global Discovery Catalogue (...)

GC for GISCs

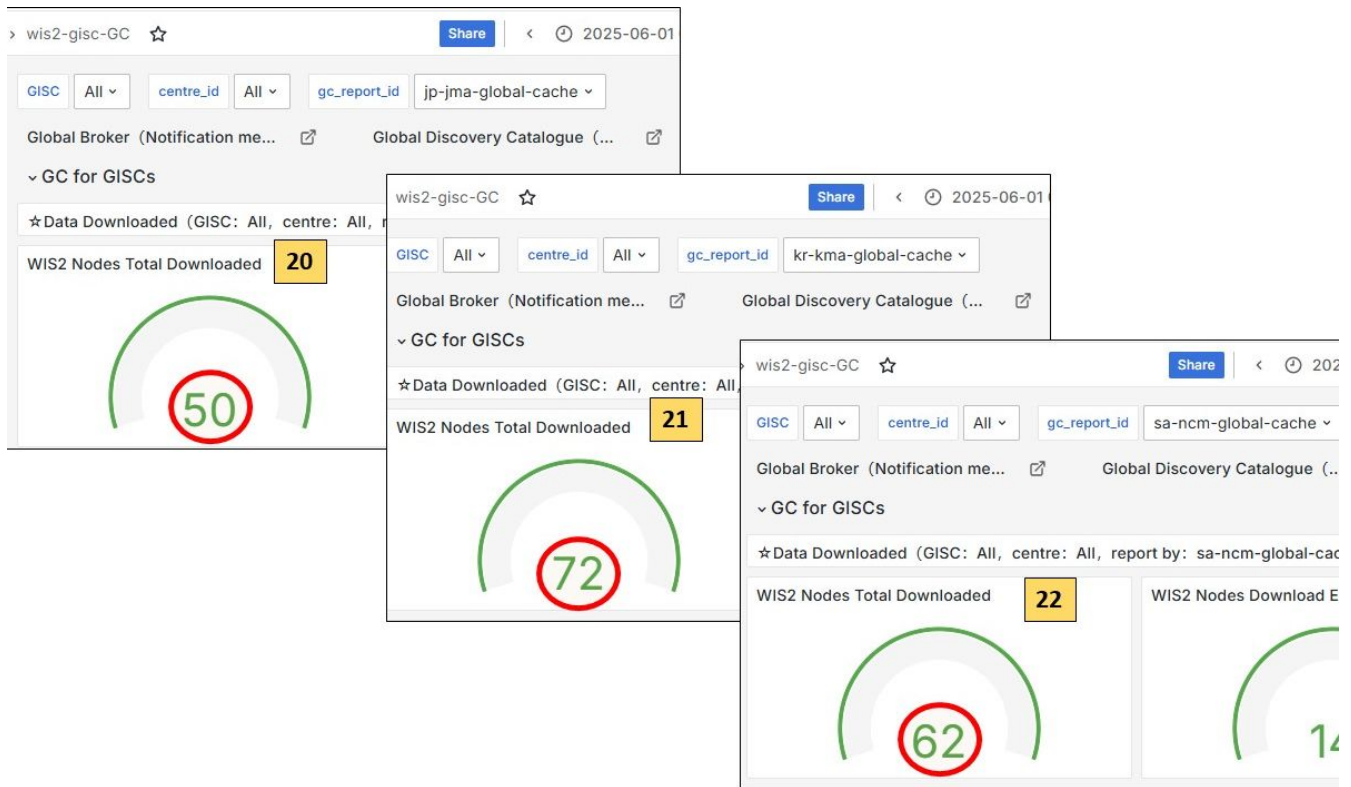
★Data Downloaded (GISC: All, centre: All, report by: de-dwd-global-cache)

WIS2 Nodes Total Downloaded 19

No data

WIS2 Nodes Download Error

No data

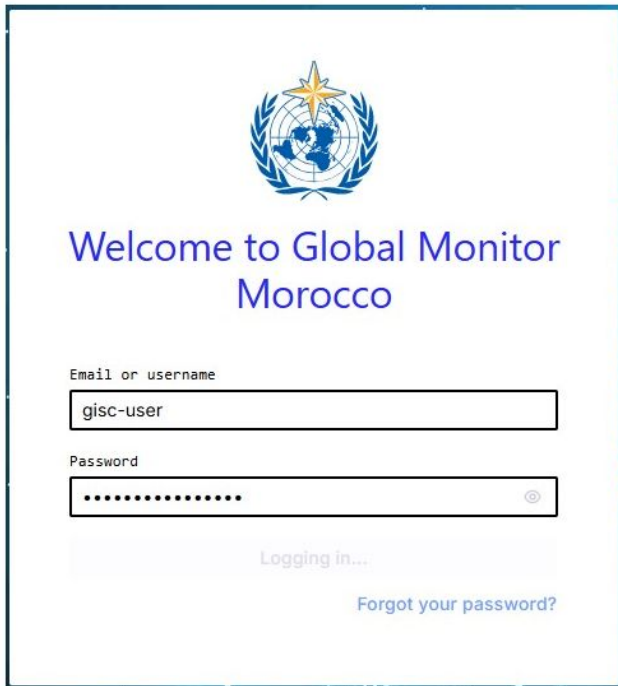


Global Service		Roster start	Optional additional dates												Roster end			
Global Monitorings		Test source	01/06/2025	02/06/2025	03/06/2025	04/06/2025	05/06/2025	06/06/2025	07/06/2025	08/06/2025	09/06/2025	10/06/2025	11/06/2025	12/06/2025	13/06/2025	14/06/2025	15/06/2025	16/06/2025
GM China GISC	<a href="https://gm.wis.cma.c">https://gm.wis.cma.c</a>	connect ok																
GM China GS	<a href="https://gm.wis.cma.c">https://gm.wis.cma.c</a>	connect ok																
GM Morocco GISC	<a href="http://wis2gmc.maroc">http://wis2gmc.maroc</a>	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/UP	GM China	72																
GC MO NOAA US/UP	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	<a href="https://wis2-gdc.weat">https://wis2-gdc.weat</a>	connect ok																
GDC CMA	<a href="https://gdc.wis.cma.c">https://gdc.wis.cma.c</a>	connect ok																
GDC DWD	<a href="https://wis2.dwd.de/g">https://wis2.dwd.de/g</a>	connect ok																

For GM-Morocco Dashboard:

<https://wis2gmc.marocmeteo.ma>

1



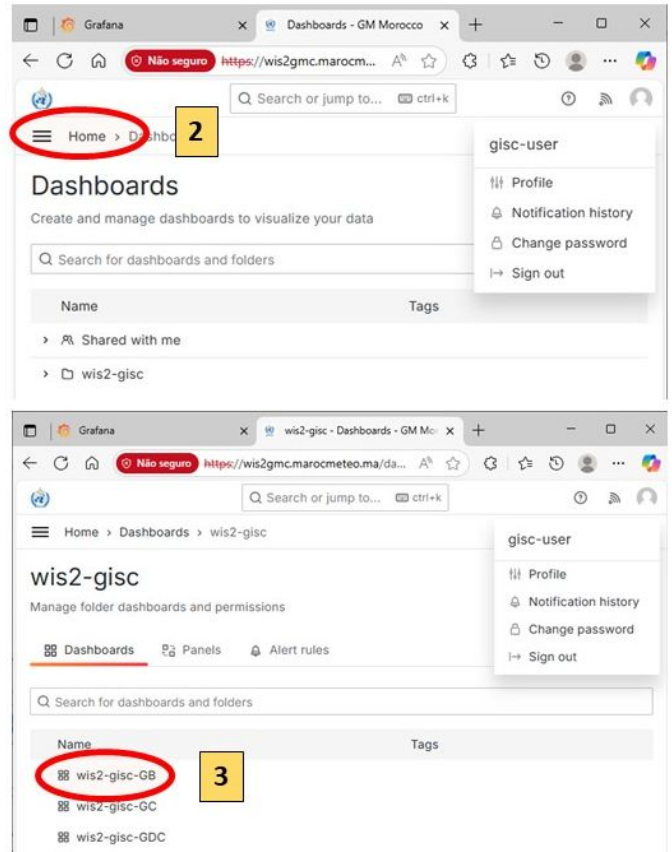
Welcome to Global Monitor Morocco

Email or username  
gisc-user

Password  
.....

Logging in...

[Forgot your password?](#)



2

Home > Dashboards

gisc-user

- Profile
- Notification history
- Change password
- Sign out

Search for dashboards and folders

Name	Tags
Shared with me	
wis2-gisc	

3

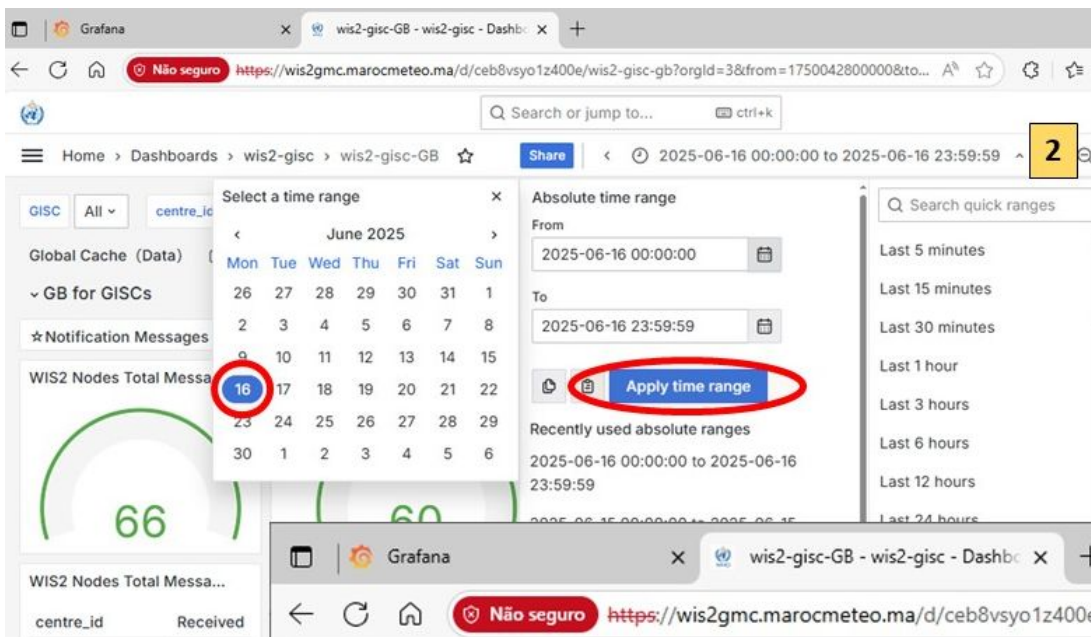
wis2-gisc

Manage folder dashboards and permissions

Dashboards Panels Alert rules

Search for dashboards and folders

Name	Tags
wis2-gisc-GB	
wis2-gisc-GC	
wis2-gisc-GDC	



2

Home > Dashboards > wis2-gisc > wis2-gisc-GB

Share

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

Select a time range

June 2025

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

16

Absolute time range

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

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

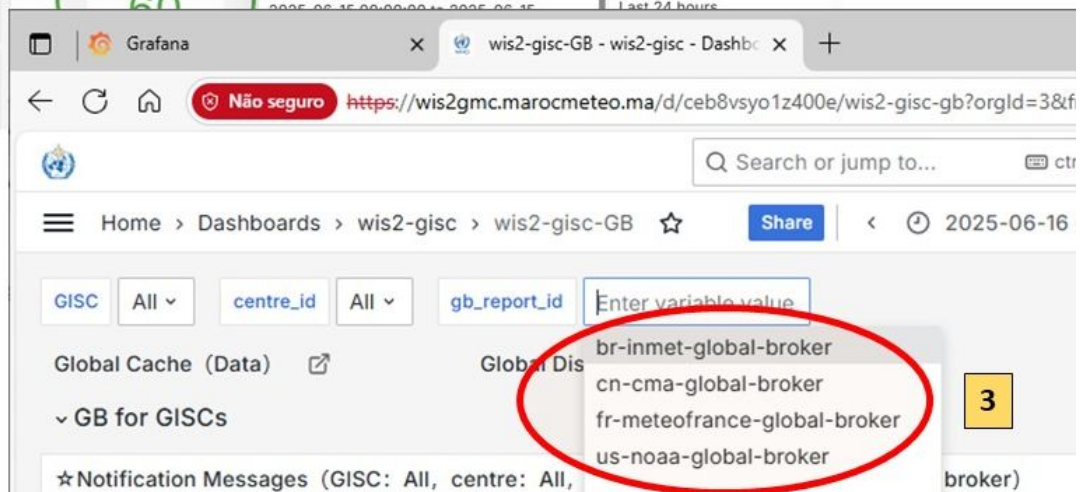
Apply time range

Recently used absolute ranges

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

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

Home > Dashboards > wis2-gisc > wis2-gisc-GB

Share

2025-06-16

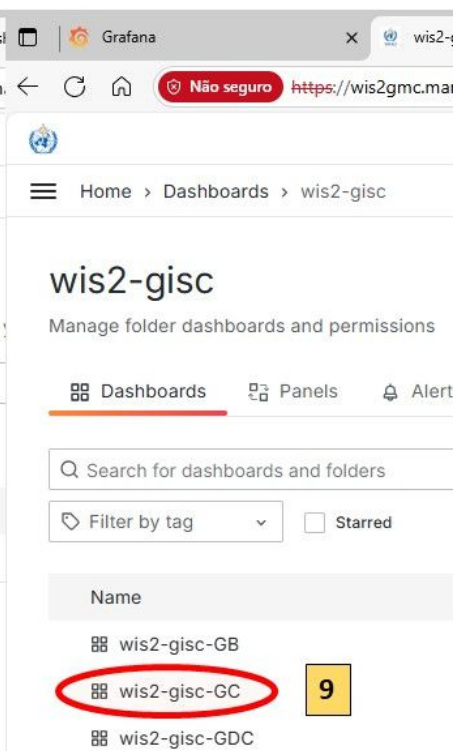
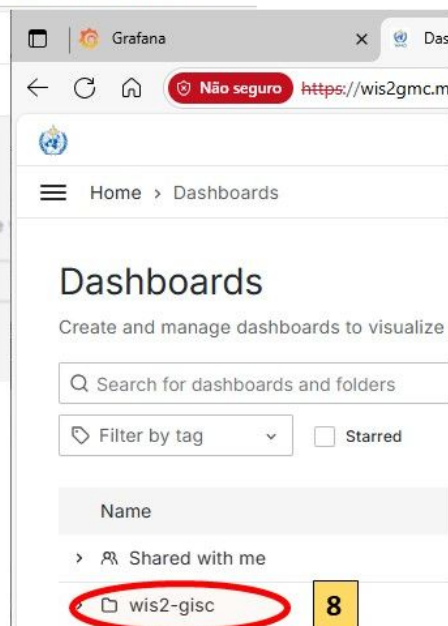
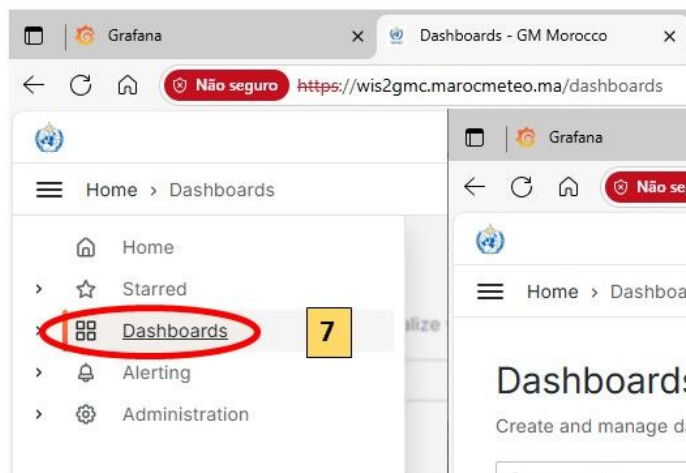
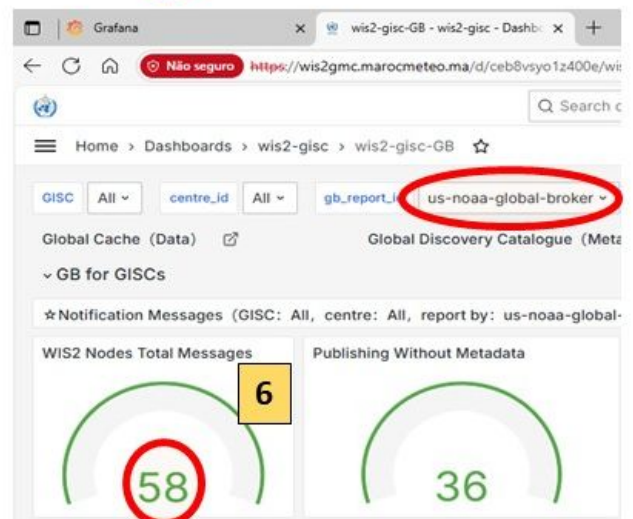
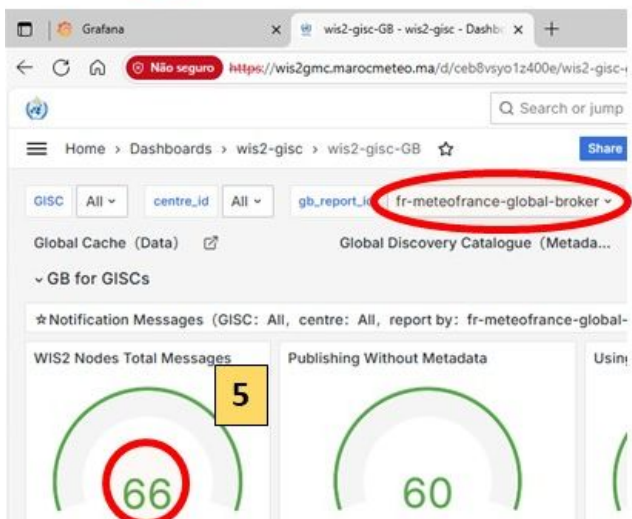
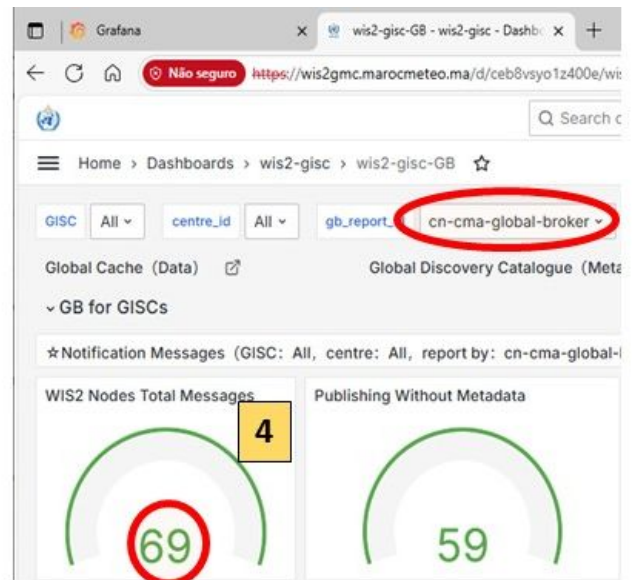
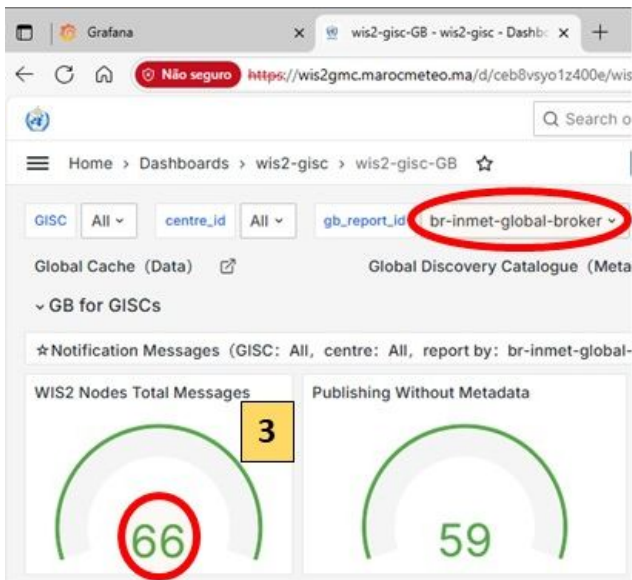
GISC All centre\_id All gb\_report\_id Enter variable value

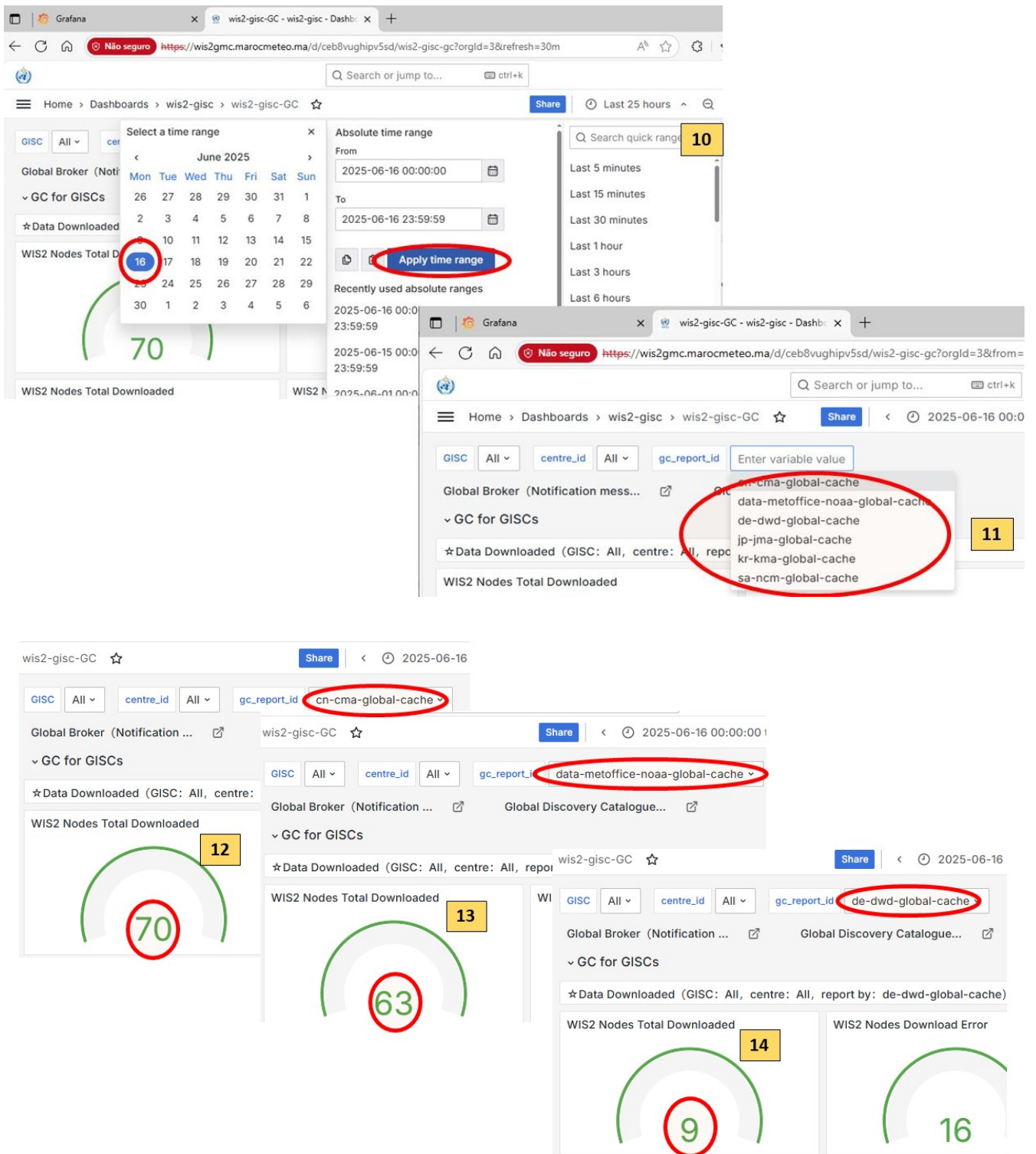
Global Cache (Data)

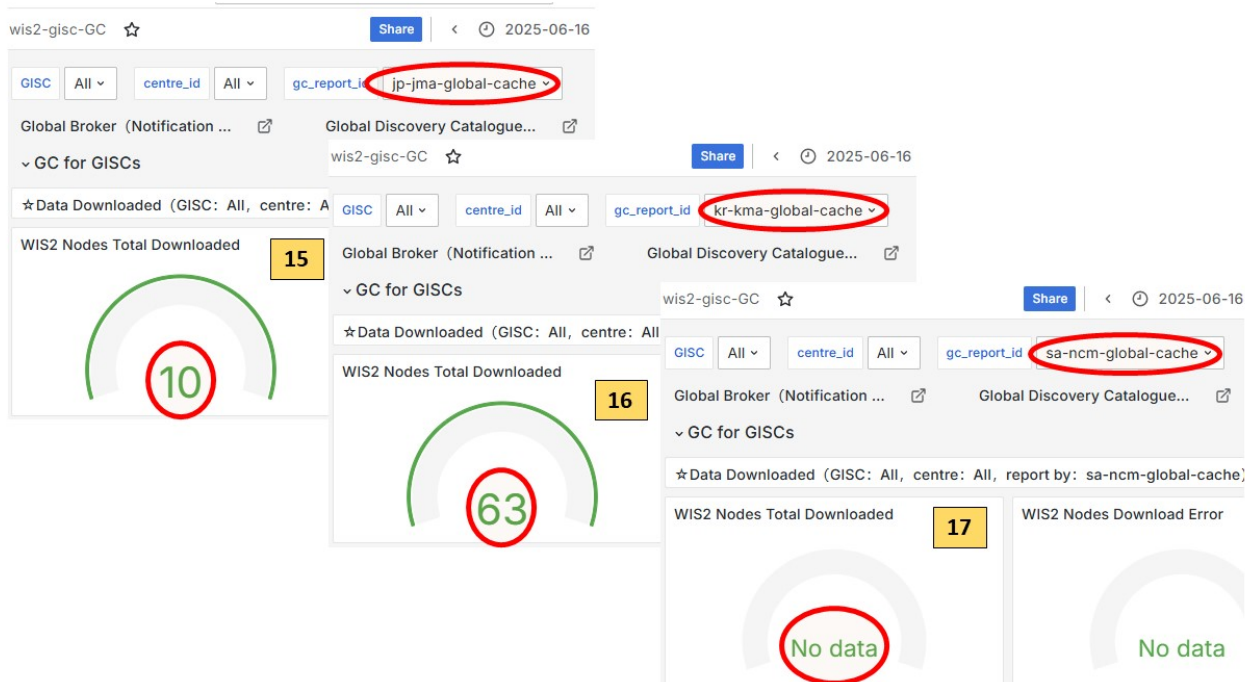
Global Dis

br-inmet-global-broker  
cn-cma-global-broker  
fr-meteofrance-global-broker  
us-noaa-global-broker

broker)







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	<a href="https://gm.wis.cma.cn">https://gm.wis.cma.cn</a>	connect ok																connect ok
GM China GS	<a href="https://gm.wis.cma.cn">https://gm.wis.cma.cn</a>	connect ok																connect ok
GM Morocco GISC	<a href="http://wis2gmc.maroc">http://wis2gmc.maroc</a>	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	16/06/2025
GB Brazil	GM China	74																66
GB Brazil	GM Morocco																	66
GB China	GM China	68															18	69
GB China	GM Morocco																	66
GB France	GM China	73																66
GB France	GM Morocco																	58
GB US	GM China	59																58
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																70
GC CN CMA	GM Morocco																	63
GC MO NOAA US/UK	GM China	72																09
GC MO NOAA US/UK	GM Morocco																	10
GC DE DWD	GM China	No data																63
GC DE DWD	GM Morocco																	No data
GC JP JMA	GM China	50															19	
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	<a href="https://wis2-gdc.west">https://wis2-gdc.west</a>	connect ok																connect ok
GDC CMA	<a href="https://gdc.wis.cma.cn">https://gdc.wis.cma.cn</a>	connect ok																connect ok
GDC DWD	<a href="https://wis2.dwd.de/g">https://wis2.dwd.de/g</a>	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	<a href="https://gm.wis.cma.cn">https://gm.wis.cma.cn</a>	User: gisc_user	connect OK	...	connect OK
GM CMA GS	<a href="https://gm.wis.cma.cn">https://gm.wis.cma.cn</a>	User: gs_user	connect OK	...	connect OK

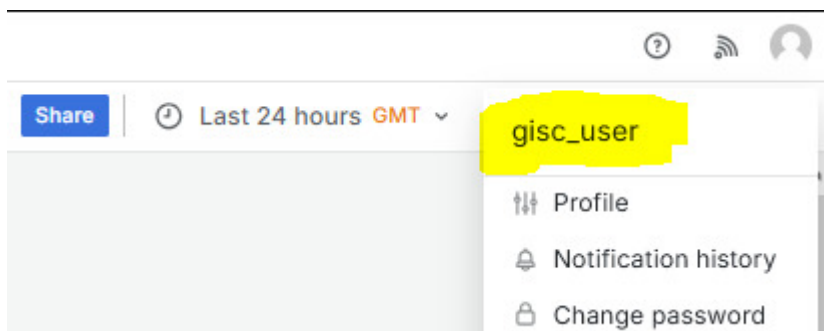
Global Services	Test Source	Details	Roster Start	Optional additional dates	Roster end
GM MAROCMETEO GISC	<a href="https://wis2gmc.marocmeteo.ma/">https://wis2gmc.marocmeteo.ma/</a>	User: gisc-user	connect OK	...	connect NOK
Global Brokers					
Based on dashboard <b>WIS2-GISC/wis2-gisc-GB</b> (gisc_user) / 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 <b>WIS2-GISC/wis2-gisc-GC</b> (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

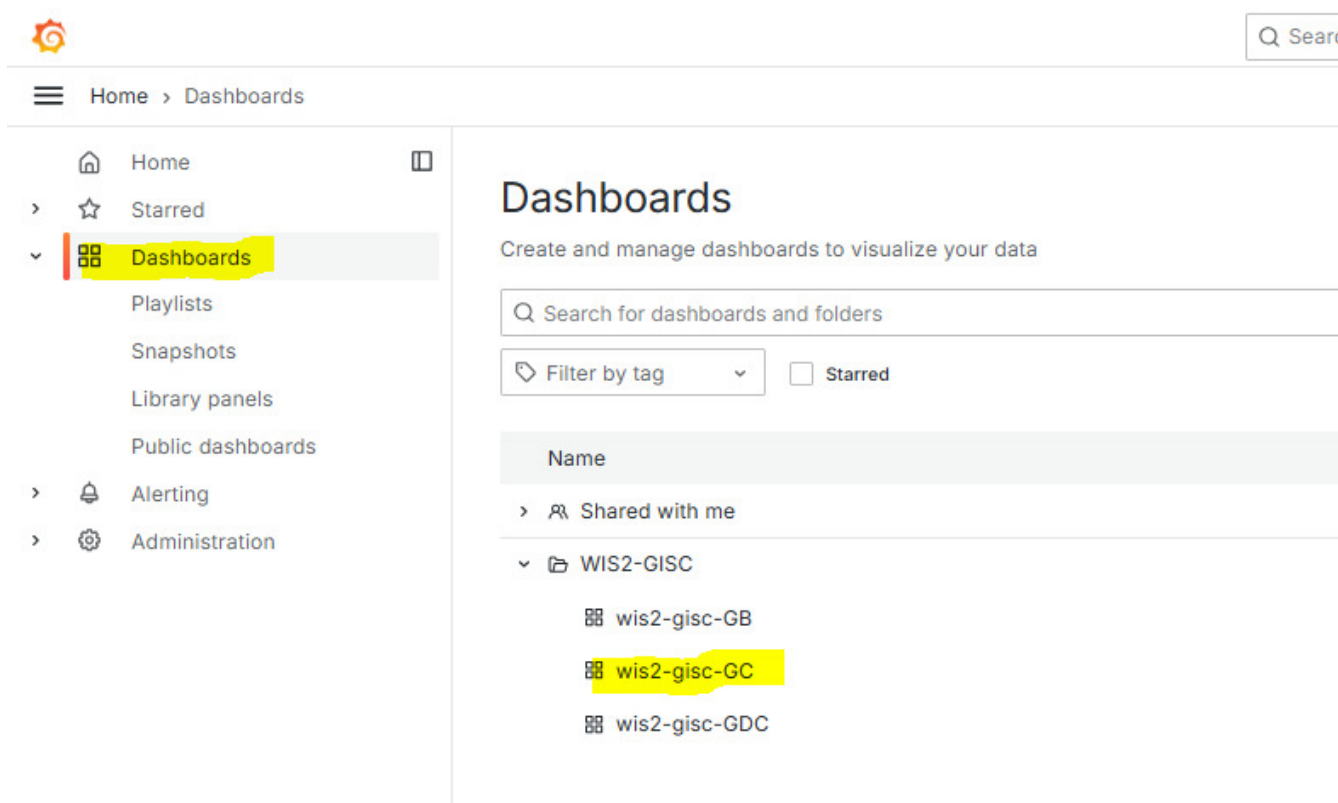
How to fetch data from the dashboards:

## 3.1. Global brokers data

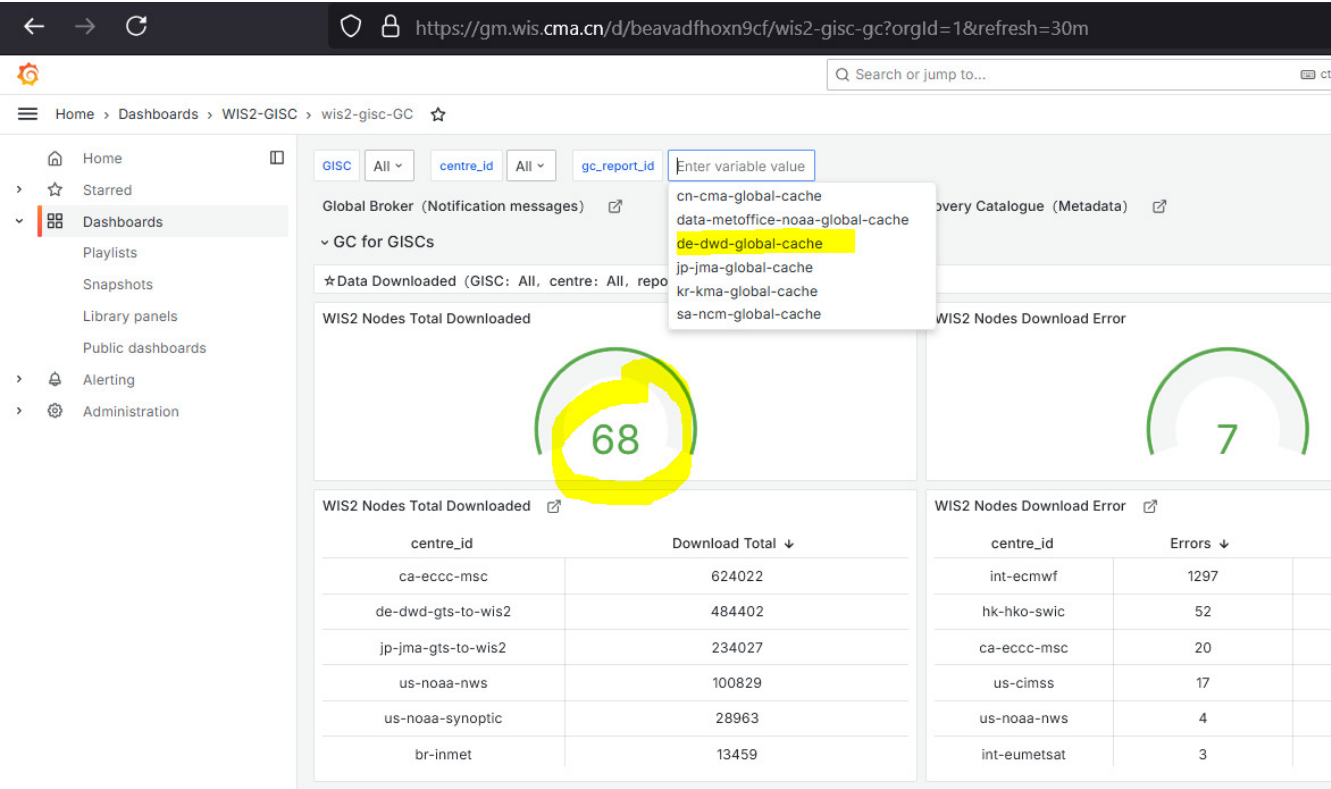
## 3.2. Global caches data



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](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 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 image is a composite of four screenshots illustrating the steps to access the Jira system and select the correct project.   
Step 1 shows the browser address bar with the URL <https://jira.wmo.int> highlighted.   
Step 2 shows the Jira login page with the 'Sign in' button highlighted.   
Step 3 shows the 'Projects' dropdown menu in the Jira navigation bar.   
Step 4 shows the 'WIS2 IMS (WI)' project selected in the dropdown menu.

(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)

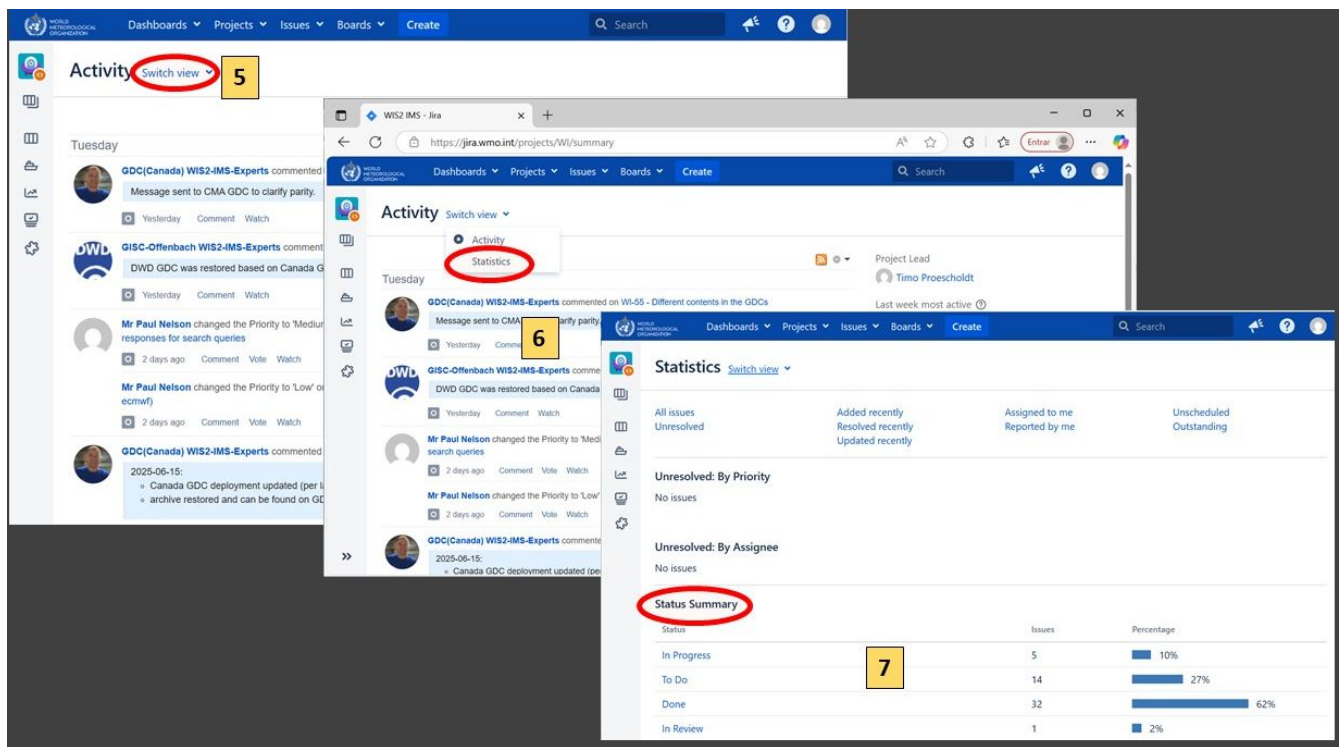


Table-1: Priority Levels

## 6.1. Incident Impact Levels and GISC Response Times

Level	Impact	Examples	Assigned GISC: Time to Respond	Assigned GISC: Time to Resolve
Very High	<ul style="list-style-type: none"> <li>- Severe impact on one or more GISC operations</li> <li>- Immediate action required</li> </ul>	- Total failure of Global Services	ASAP / within 1 day	ASAP / within 1 week
High	<ul style="list-style-type: none"> <li>- One or more essential services are unavailable</li> <li>- Action required within one week</li> </ul>	- Global Services are offline	Within 1 week	Within 1 month
Medium	<ul style="list-style-type: none"> <li>- Essential services not affected</li> <li>- Response required, monitoring ongoing</li> </ul>	<ul style="list-style-type: none"> <li>- Partial outage of a Global Service</li> <li>- Missing data from multiple WIS2Nodes simultaneously</li> </ul>	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](mailto:gisc-ops@groups.wmo.int), [wis@wmo.int](mailto: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](mailto: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](mailto: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 assignments 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

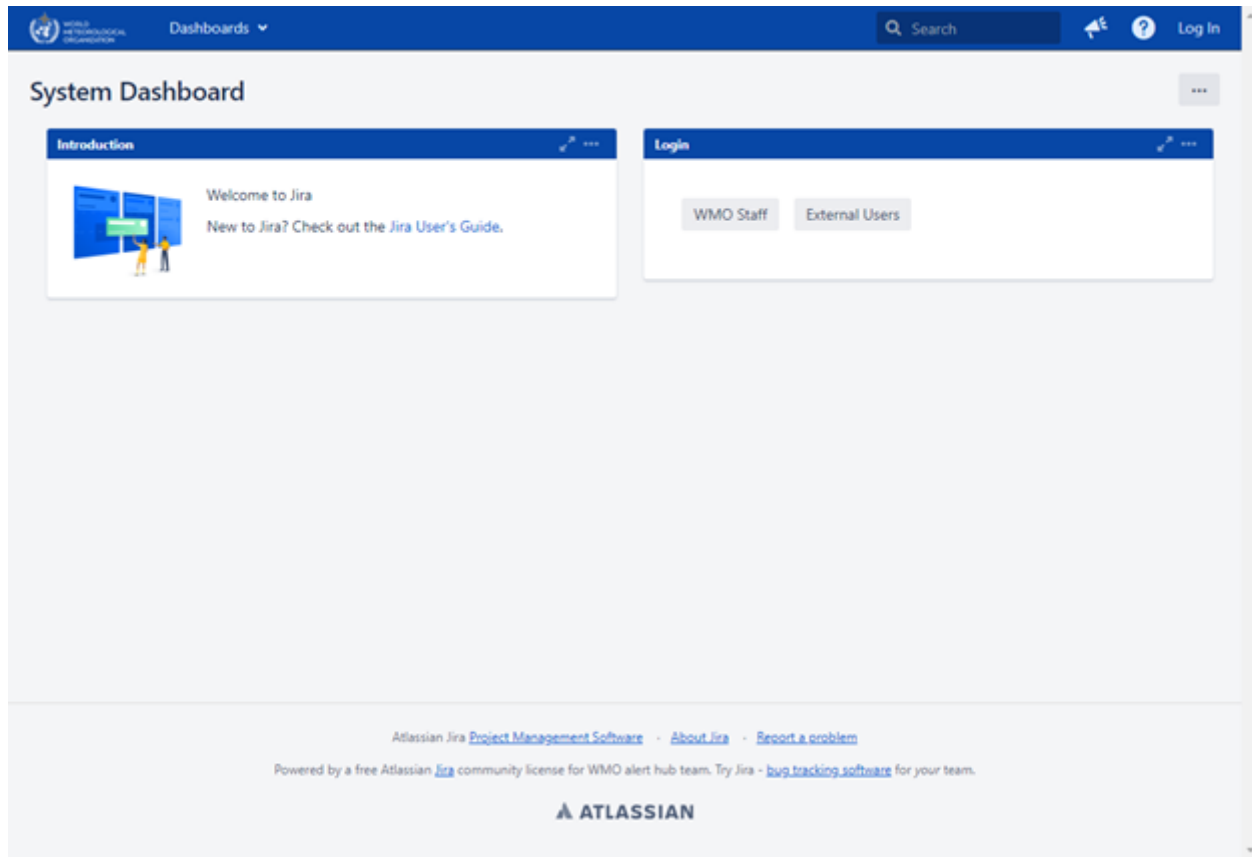
For any issue related to GISC Watch that requires escalation, the Chair of ET-WISOP is the first escalation point for all GISCs

# **Appendix 1: IMS-GISC Operator Manual**

# Chapter 10. 1. How to Login as External User

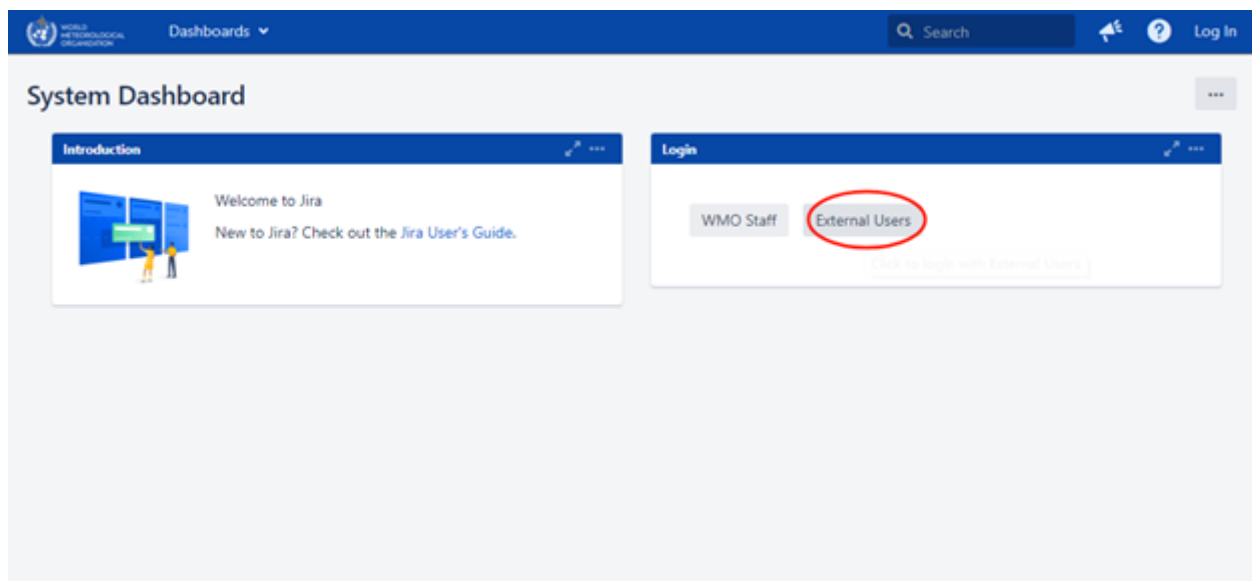
## 10.1. Step 1:

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



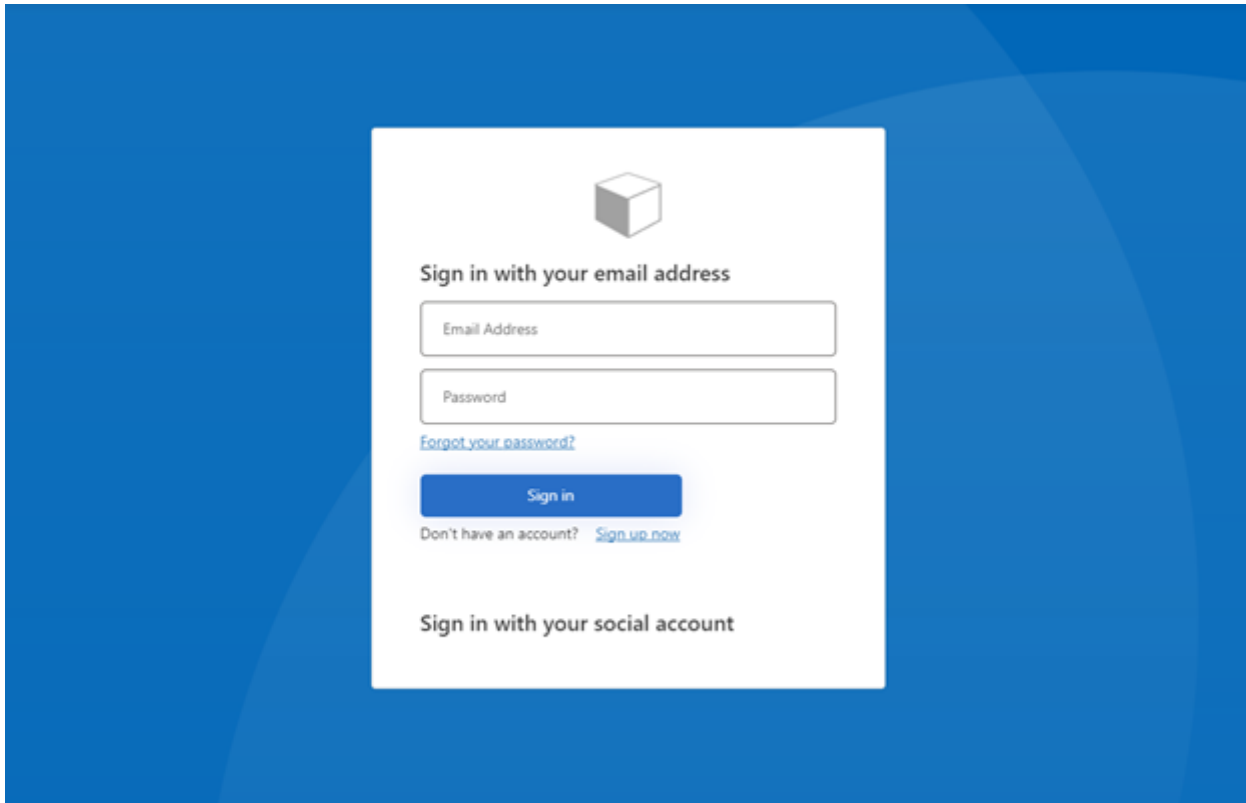
## 10.2. Step 2:


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.

A login form is centered on a solid blue background. The form is a white rectangle containing a small 3D cube icon at the top. Below the icon is the text "Sign in with your email address". This is followed by two input fields: "Email Address" and "Password". Below the password field is a blue link "Forgot your password?". A blue "Sign in" button is positioned below the link. Underneath the button is the text "Don't have an account?" followed by a blue link "Sign up now". At the bottom of the form is the text "Sign in with your social account".



Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

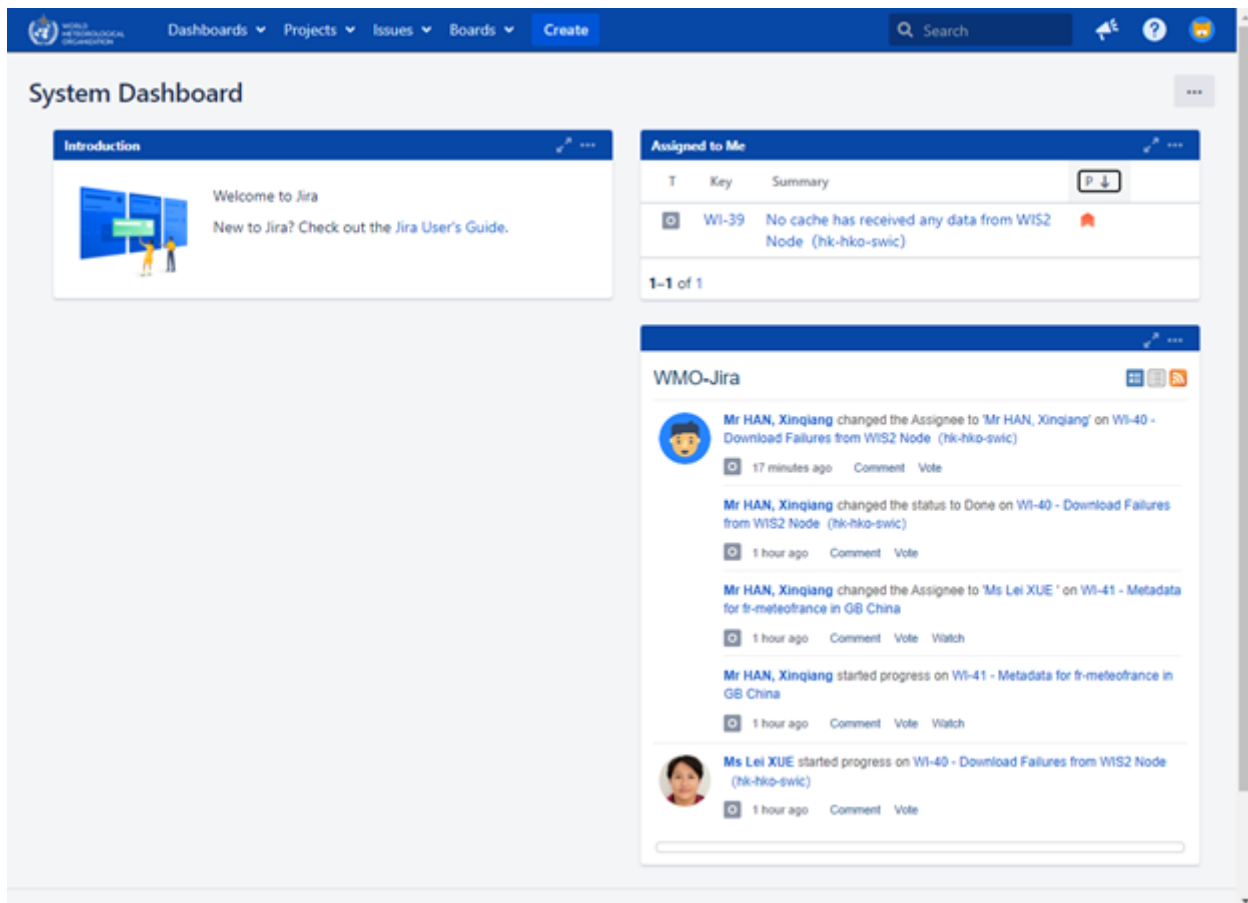
Sign in with your social account

# Chapter 11. 2. How to Resolve an Issue

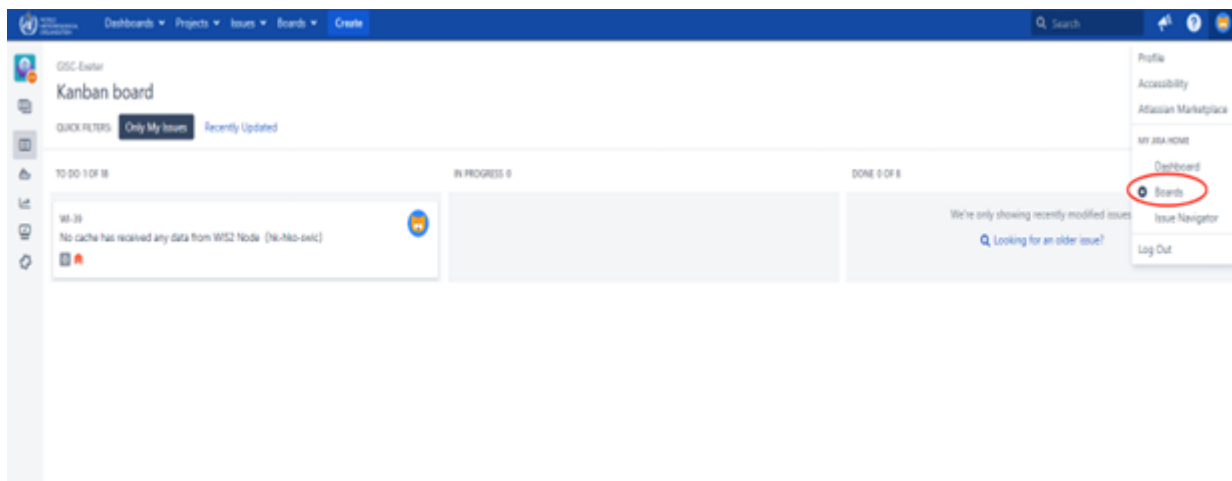
- **Note1** The GISC Watch on-duty may close tickets if the comments clearly indicate that the issue has been resolved. If the comments are unclear, lack evidence, or show no progress, the GISC Watch on-duty is responsible for following up with the assignee to verify the ticket's status.
- **Note2**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

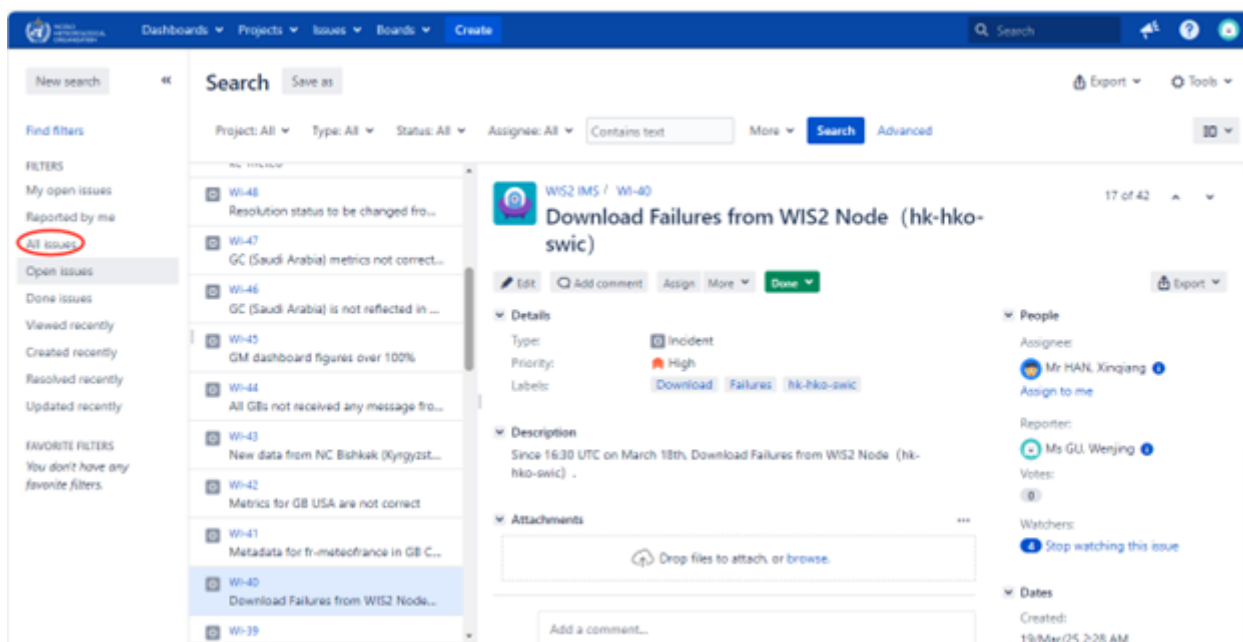
After logging in, you may find the issues assigned to you.



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

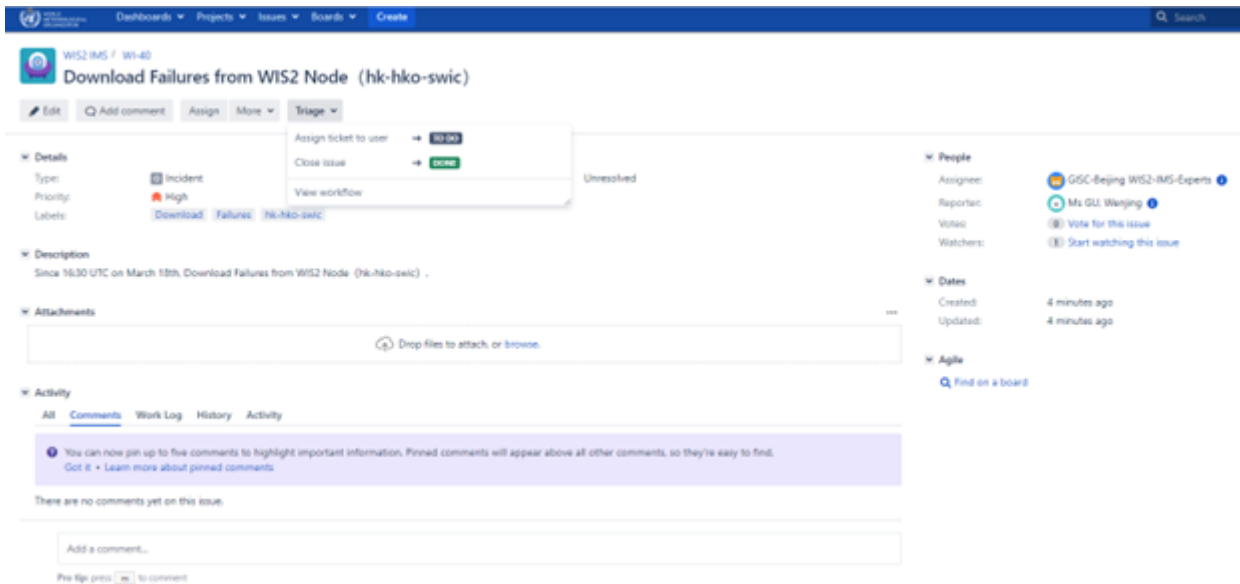
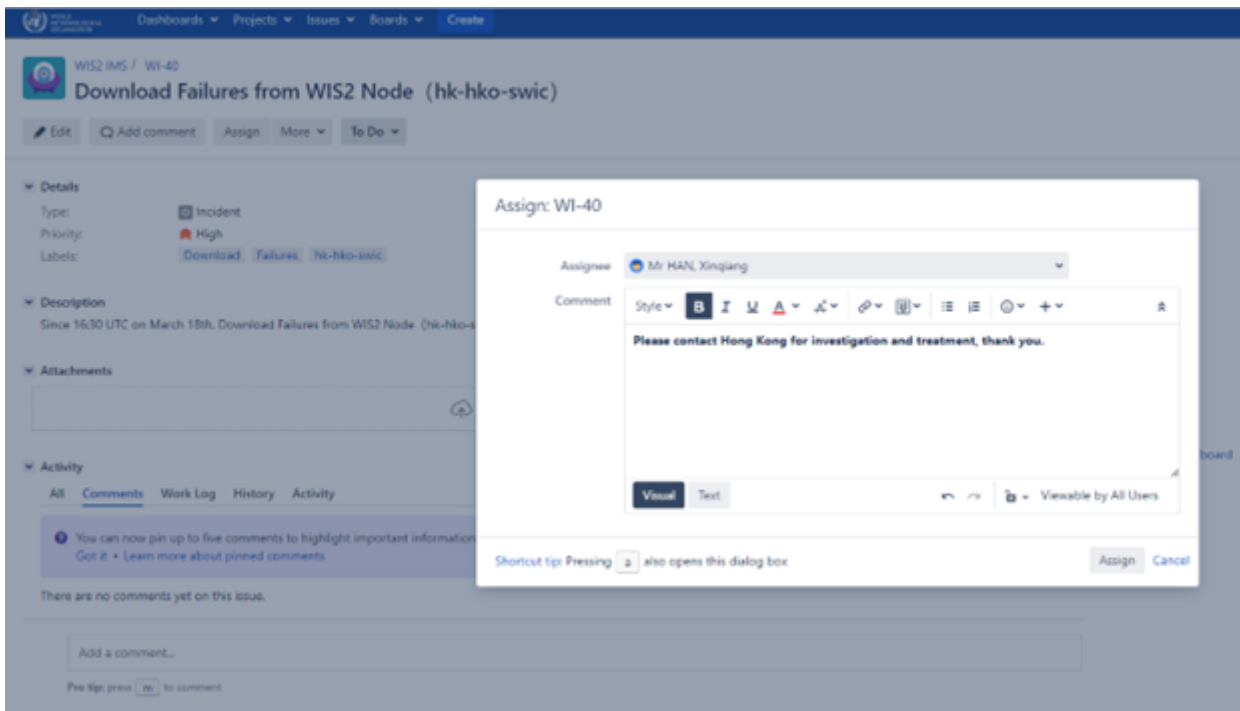


Alternatively, click on **Issues** in the top menu and select **My Open Issues** from the left panel.

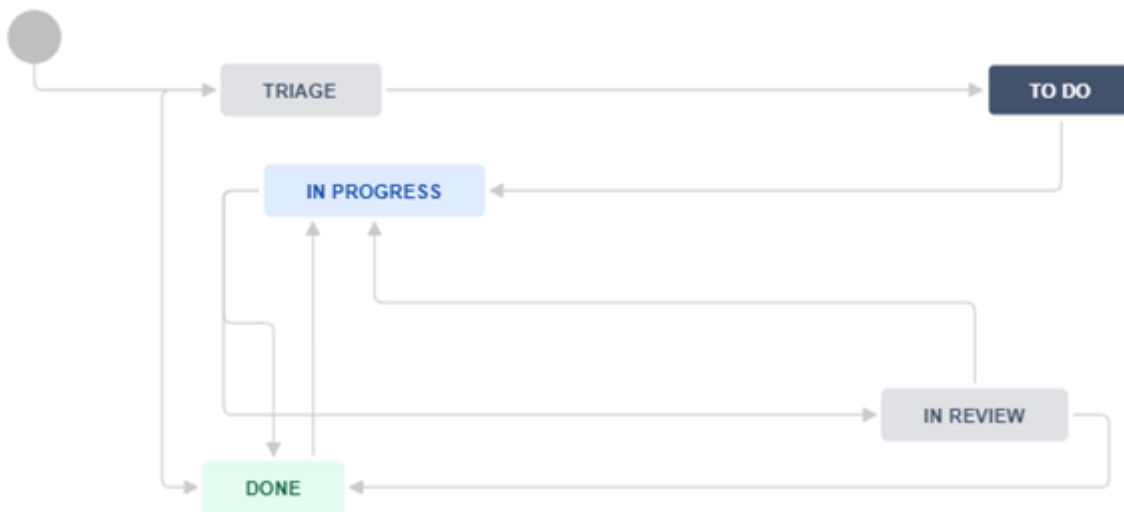


## 11.2. Step 2:

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**.

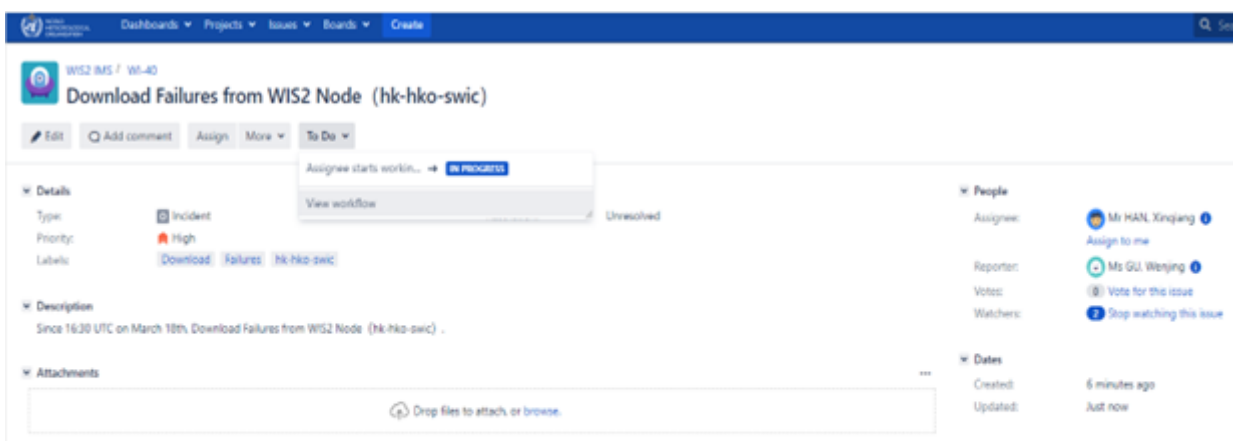


You can view the workflow by clicking on **View Workflow**.



## 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.

**Open issues** [Switch filter](#)

Order by Priority

**WIS2 IMS / WI-40** **Download Failures from WIS2 Node (hk-hko-swic)** 1 of 23

[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 27

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.  
[Get it](#) [Learn more about pinned comments](#)

**My HAN, Xingqiang** added a comment - 1 minute ago  
 Please have a look--  
[Edit](#) [Delete](#) [Pin](#) [🔒](#)

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

**People**  
 Assignee: **Mi Lei XUE** [Assign to me](#)  
 Reporter: **My GU, Wenjing** [Write for this issue](#)  
 Watchers: [Stop watching this issue](#)

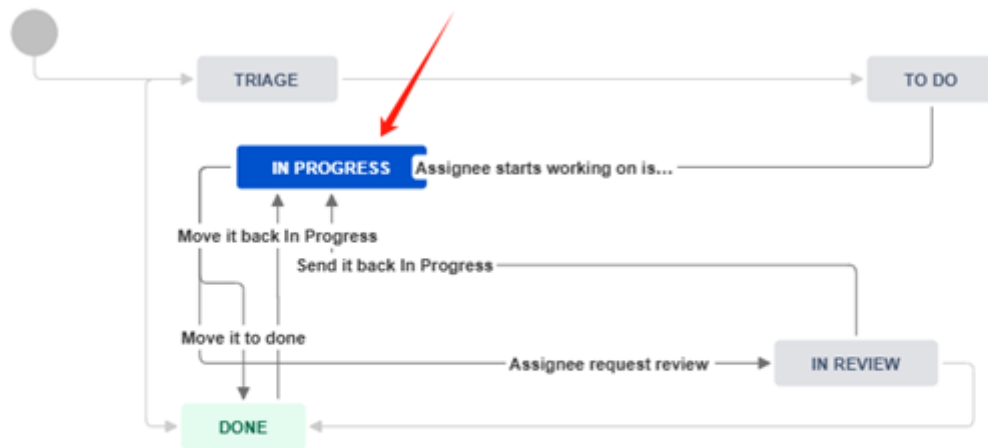
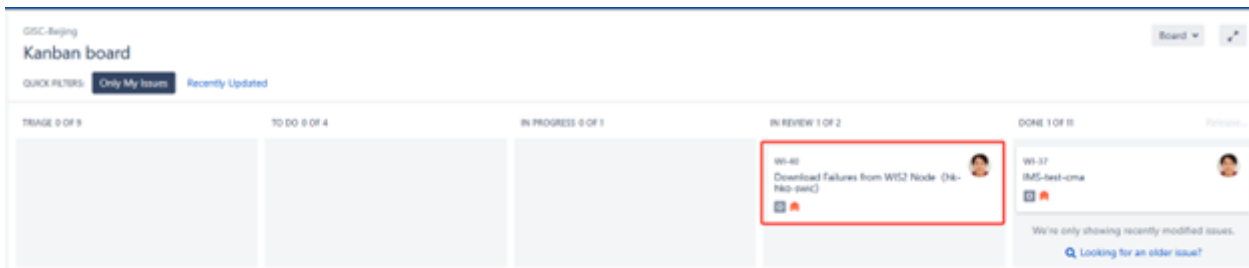
**Dates**  
 Created: 17 minutes ago  
 Updated: Just now

**Agile**  
[Find on a board](#)

[Add a comment...](#)

## 11.5. Step 5:

The reviewer (XUE Lei) reviews the issue, assigns it back to the original handler (e.g., HAN Xingqiang), 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.

WS2 IMS / W-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 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 17

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 • 13/Mar/25 2:45 AM

Please have a look~

Edit • Delete • Pin •

Mr HAN, Xinqiang added a comment • 13/Mar/25 2:43 AM

Done!

Add a comment...

People

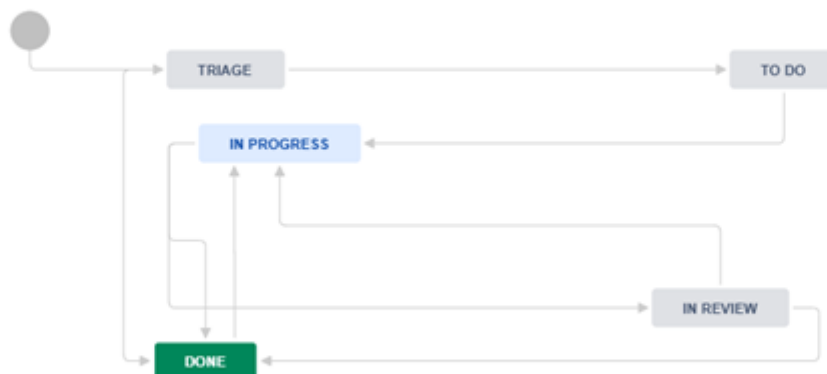
Assignee: Mr HAN, Xinqiang  
Reporter: Ma GU, Wenjing  
Votes: Vote for this issue  
Watchers: Stop watching this issue

Dates

Created: 13/Mar/25 2:28 AM  
Updated: Just now

Agile

Find on a board



# 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.

**Edit Issue : WI-46** Configure Fields

All fields marked with an asterisk (\*) are required

Summary\* GC (Saudi Arabia) is not reflected in GM (China)

Issue Type\* Incident

Description

The metrics of GC (Saudi Arabia) can be accessed by:  
[\[https://wis2.ncm.gov.sa/cache/metrics/globalcache/gc\\_metrics.txt\]](https://wis2.ncm.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?

Visual Text

Priority Medium

Attachment Drop files to attach, or browse.

Assignee GISC-Beijing WIS2-IMS-Expert

Labels

Begin typing to find and create labels or press down to select a suggested label.

Comment


Visual Text

Viewable by All Users

Update Cancel

## 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](#).


  
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

Style

**B** *I* U A ~~A~~ [Link](#) 




- 
- 

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.

Visual

Text

   Viewable by All Users 

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

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

Assignee

Automatic [Assign to me](#)

Labels

Due Date (d/MMM/yy)

Begin typing to find and create labels

Calendar

September, 2025

	<<	<	Today	>	>>		
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

ConfirmCancel