

Advanced trouble ticketing functionality for research networks using Jira and Confluence

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NOC manager

NORDUnet

Nordic Infrastructure for Research & Education

- Cheap
- Customizable
- Easy to distribute information

Outages:

Start: 17.03.2009 14:43 UTC

[Edit start](#) | [Edit end](#) | [Delete outage](#)

End: 18.03.2009 22:13 UTC

Start: 18.03.2009 22:20 UTC

[Edit start](#) | [Edit end](#) | [Delete outage](#)

End: 18.03.2009 22:25 UTC

Measurement to verify current power values

Add Date

Cheap

Customizable

Info. distribution

Future



Scope: Routing

Service:	Connection:	Equipment:	Version:	Site:
<input type="text" value="FRO2003710033DIR"/> <small>Dynamic picker field</small>	<input type="text" value="ndn-globalcrossing"/> <small>Dynamic picker field</small>	<input type="text"/> <small>Dynamic picker field</small>	<input type="text"/> <small>Dynamic picker field</small>	<input type="text" value="dk-ore"/> <small>Dynamic picker field</small>

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Future



The screenshot shows the NORDUnet web interface. At the top, the logo 'NORDUnet' and the tagline 'Nordic Infrastructure for Research & Education' are displayed. The user 'Stefan Liström' is logged in, with options for 'History', 'Filters', and 'Log Out'. The main content area is titled 'Choose items:' and features a 'Filter:' input field. Below the filter is a list of IP addresses: 40009370, 40013418, 40013490, 40016134, 40016137, 40016138, 40016139, 40016140, 40016141, and 40016142. To the right of this list are two buttons: 'Select ->' and '<- Remove'. An empty list box is on the far right. Below the list is an 'Add new item:' section with an input field and an 'Add' button. At the bottom of the interface is a 'Save selection' button.

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Update ticket

Main

Knowledge management

Related tickets:

- [SUNETTICKET-67](#) - Link down
- [SUNETTICKET-20](#) - Loss of management

Related issues are updated when the ticket is saved

Update ticket

Cancel

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NUNOC

A NORDUnet service

Home

Support & Fault reporting

Customer Portal

Jobs

Search this site using Google:

Support & Fault reporting

Fault reporting

Open trouble tickets

Support

Escalation

Service Levels

Open trouble tickets

NUNOC publishes a generic list of all open trouble tickets.

Please consult the list of trouble tickets before reporting problems to see whether the problem has already been identified and handled.

[\[Open Trouble Tickets\]](#)

NORDUnet open trouble tickets

Key	Type	Status	Problem start	Summary	Affected organisations	Next action due date
NORDUNETTICKET-50	Scheduled	Open	20090419 0:00 UTC	GBLX maintenance	NORDUnet	20090419

To subscribe/unsubscribe to NORDUnet tickets please send an email to noc@nordu.net.

SUNET open trouble tickets

Key	Type	Status	Problem start	Summary	Affected organisations	Next action due date
SUNETTICKET-106	Unscheduled	Open	20090330 0:00 UTC	Traffic statistics trouble	SUNET	20090401
SUNETTICKET-102	Scheduled	Open	20090406 23:01 UTC	Fiber maintenance	GU	20090407
SUNETTICKET-100	Scheduled	Open	20090401 15:00 UTC	Fiber maintenance and measurement	HJ, VxU, MAH, HH, HKR, BTH, HIK, JUNET, NETNOD, LU, VxU Studentbostäder	20090401
SUNETTICKET-97	Scheduled	Open	20090408 14:00 UTC	Migration from switch in FRE 2	KONSTF, VALMY, EDB	20090408
SUNETTICKET-96	Scheduled	Open	20090406 14:00 UTC	Migration from switch in FRE 1	NOBEL, KONSTF, VALMY, EDB	20090406
SUNETTICKET-58	Unscheduled	Open	20090224 22:30 UTC	Loss of connectivity	KTH FEDERICA	20090406

To subscribe/unsubscribe to SUNET tickets please visit:

<http://segate.sunet.se/cgi-bin/wa?A0=sunet-fail>

For a list of SUNET customers and abbreviations used for them visit:

<http://stats.sunet.se/customers.html>

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EditGrid Welcome, stefan. Preferences | [Verify Email](#) | Logout

Spreadsheets Organisation

Spreadsheet / Klaus / Example - AvailabilityReport with TTS field mapping

File Edit View Format Insert Data Share Publish Collaborate Auto Saved

Arial 11 pt B I U

A7													
A	B	C	D	E	F	G	H	I	J	K	L	M	
1	SUNET report TDC November 2008												
2													
3	TT	VT	Ty	Problem start (CET)	Problem escalated (CET)	Problem end (CET)	Plan	ET	Duration	NW	Trail	Circuit ID	Cause/Comment
4	3224	PW53922	1	04 Nov 08:00		04 Nov 22:17	Y	24h	31d 14h 17m	NR	SU-2000047	40019242	TDC needed to do a perform maintenance on IRF Kiruna's backup link to SUNET due to earlier cable damage.
5	3326	484990	1	25 Nov 02:50	25 Nov 09:27	25 Nov 14:05	N		31d 11h 15m	WG	SU-2000109	40016643	Outage to CTH and Önsala was due to a fiber cut in Göteborg.
6	3293	PW54382	1	27 Nov 11:41		27 Nov 12:54	Y	6h	31d 1h 13m	WG	SU-2000014	40016155	TDC performed maintenance in Borlänge.
7													
8													

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