Advanced trouble ticketing functionality for research networks using Jira and Confluence

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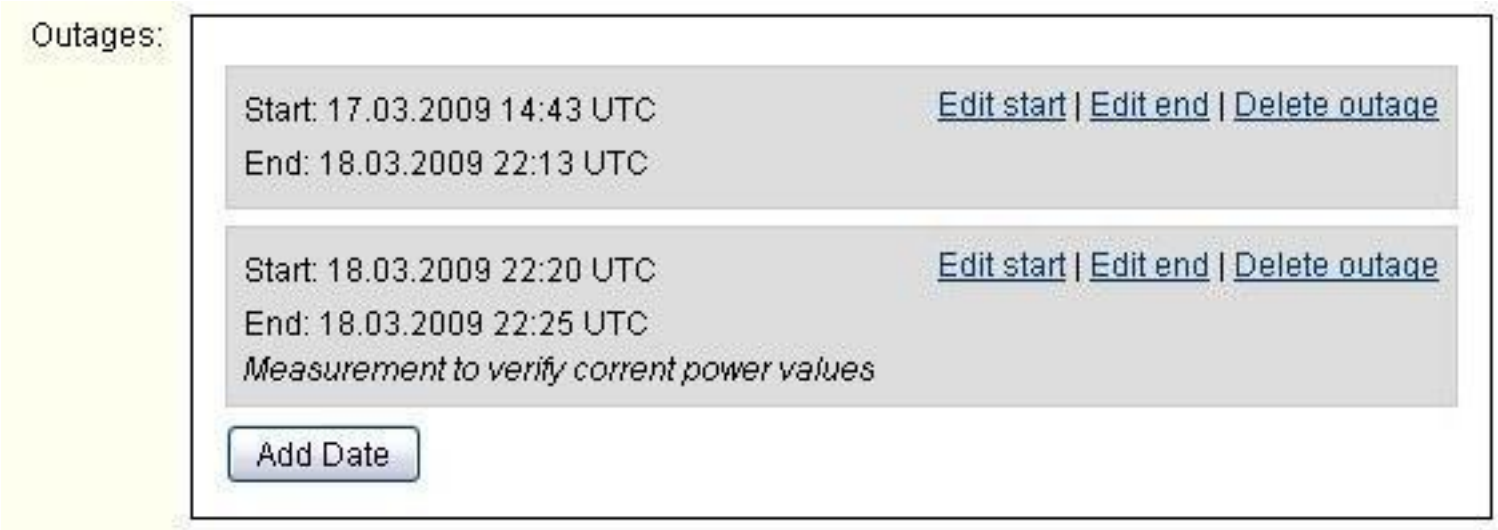
NOC manager

NORDUnet
Nordic Infrastructure for Research & Education

Benefits

- Cheap
- Customizable
- Easy to distribute information

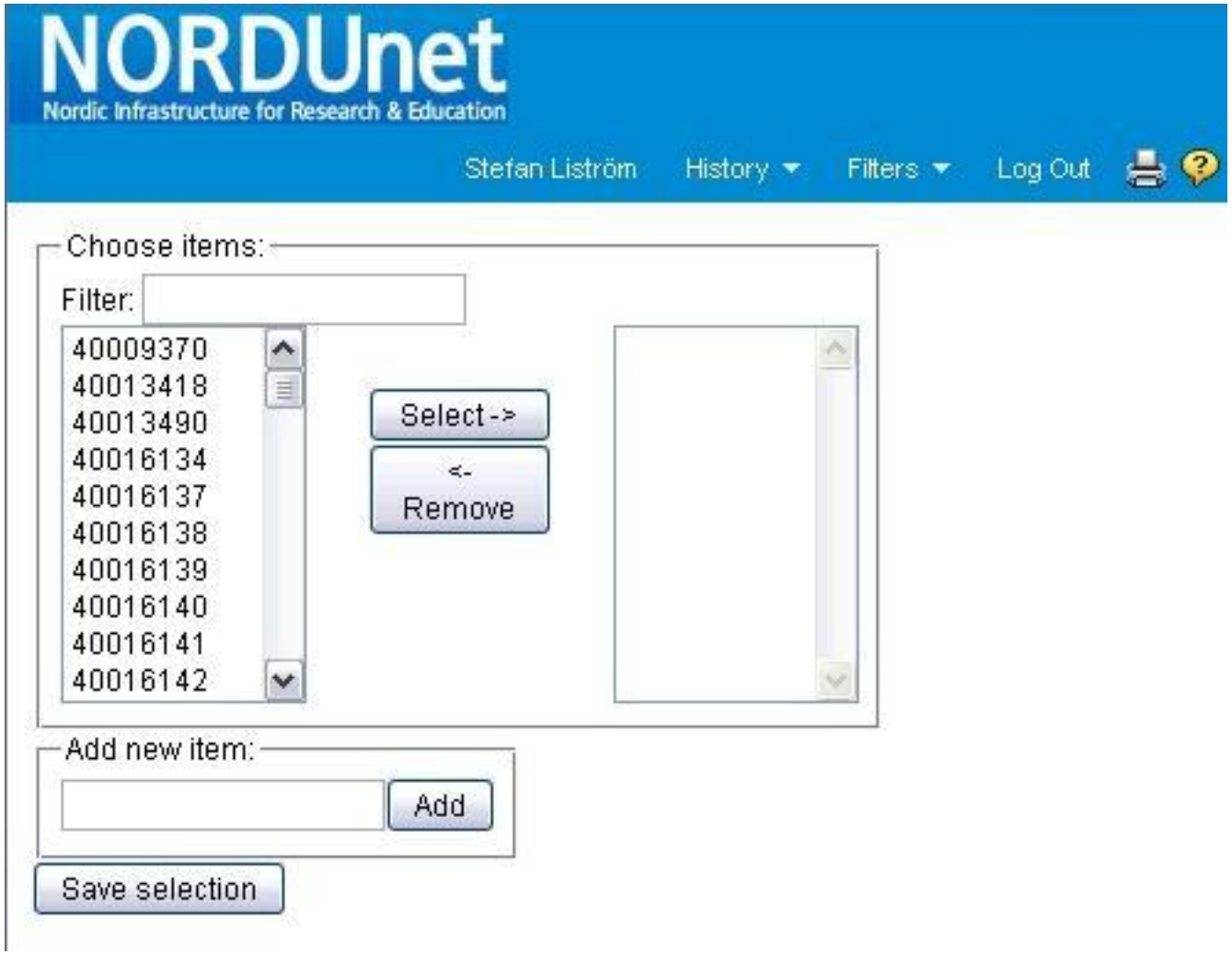
Multiple outages



Ticket scope

Cheap | Customizable | Info. distribution | Future

Dynamic value picker



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Knowledge management

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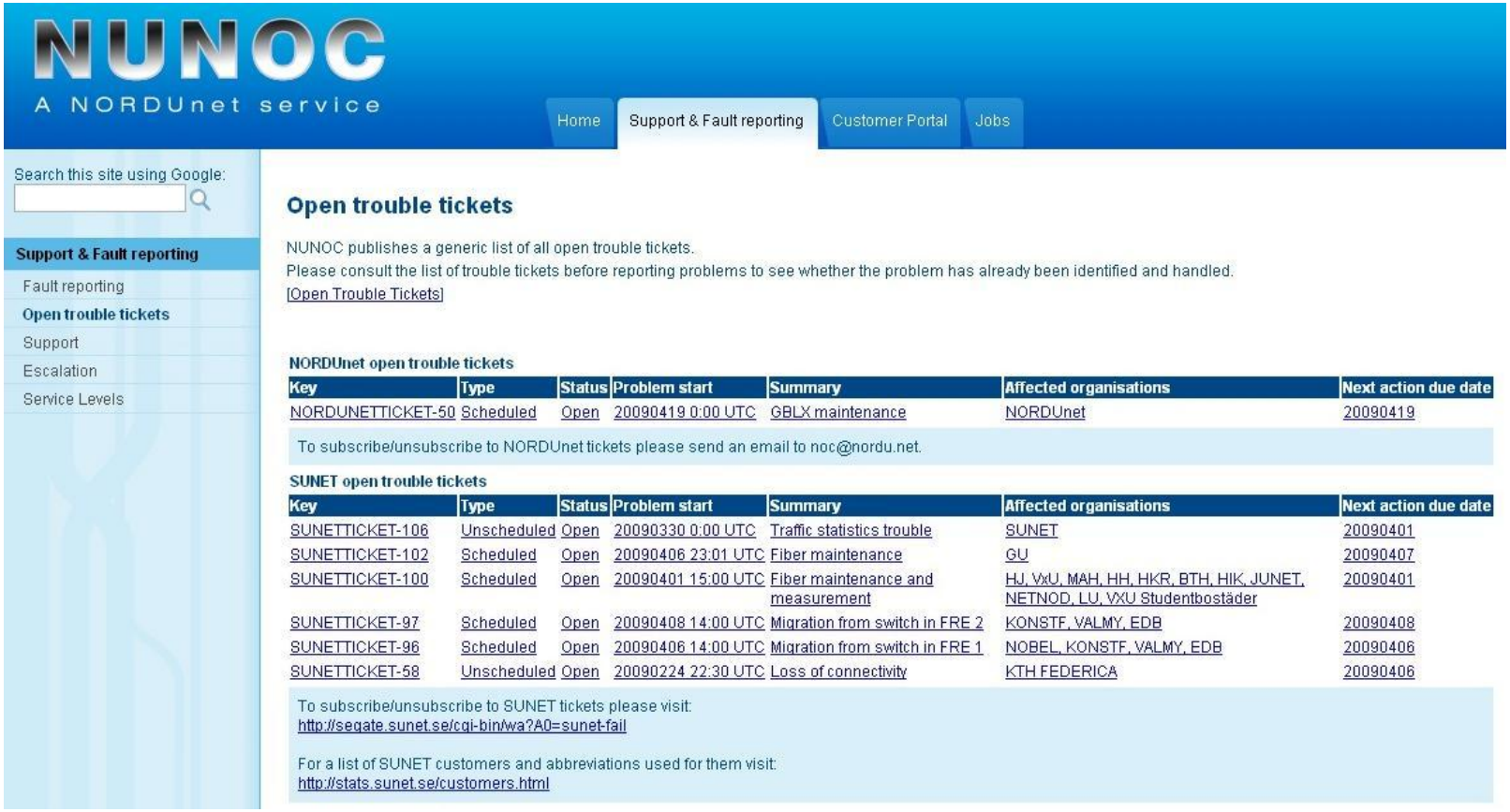
Webpage visualization



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

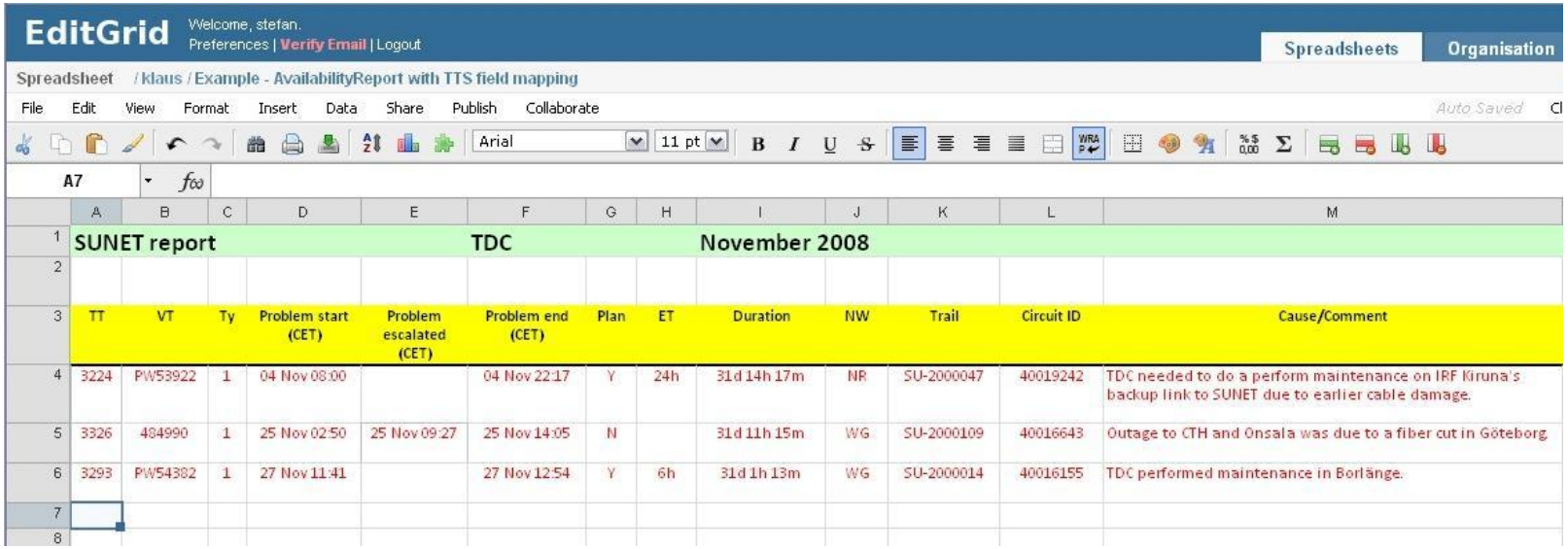
Key	Type	Status	Problem start	Summary	Affected organisations	Next action due date
SUNETTICKET-106	Unscheduled	Open	20090330 0:00 UTC	Traffic statistics trouble	SUNET	20090401
SUNETTICKET-102	Scheduled	Open	20090406 23:01 UTC	Fiber maintenance	GU	20090407
SUNETTICKET-100	Scheduled	Open	20090401 15:00 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

Cheap | Customizable | **Info. distribution** | Future

Reporting



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

	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 Onsala 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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