

Cloud Group usage of Atlassian products 2022

Jira Service Management

Jira Core

Confluence

OpsGenie

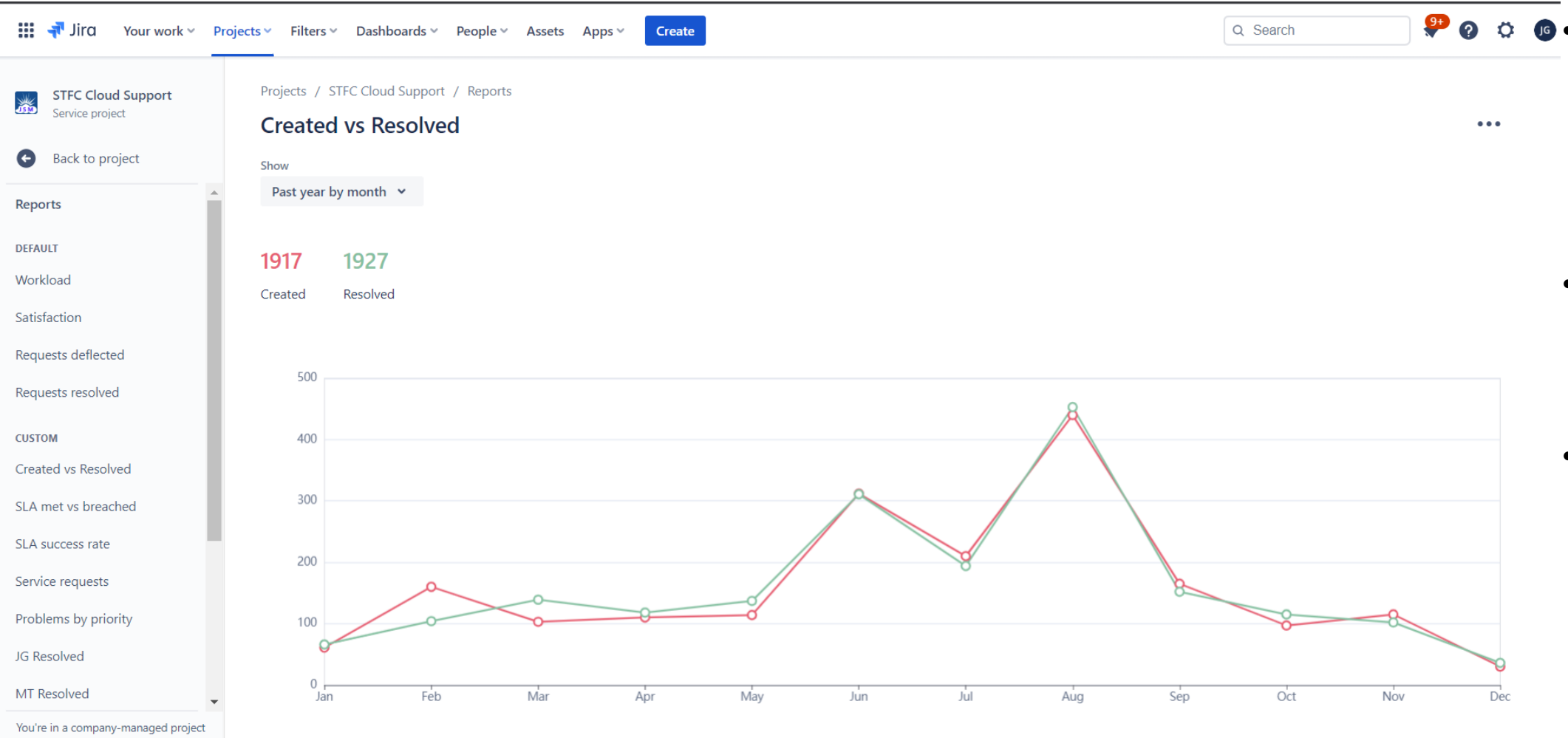
Background

- Due to sustained demand, significant growth of the STFC Cloud it became necessary to develop processes and tools used to support the service provision growth.
- Atlassian tools in use by Cloud for approx. 2 years:
 - Jira Service Management (JSM) - User query management
 - Jira Core - Project tracking and delivery
 - Confluence - Documentation and Knowledge Base
 - OpsGenie - Operations and alerting
- Cloud originally made use of on-prem Atlassian tools but led migration to Cloud versions in May 2022

Jira Service Management (JSM) User query management

- Fundamental to professionally managed and documented interactions with users, JSM is a modern ticket management system which integrates smoothly with other Atlassian tools supporting our service.
- Cloud has now successfully processed over 2.5k tickets using JSM
 - MI (access to better & easier metrics)
 - Ability to offer and collect easy feedback
 - Access to self service help for user
 - Integration with other service tools (Slack, Jira, Confluence, OpsGenie, etc.)
 - Improving the UI and escaping dated “90’s” feel of RT

JSM User query management - MI (access to better & easier metrics)



- Management Information easy to generate within JSM itself (can also be exported as CSV).
- Ability to report on expected KPIs and to create custom reports.
- This information is shared within Cloud group but all areas can have granular access permissions set.

JSM User query management - Ability to offer and collect easy feedback

The screenshot displays the Jira Service Desk interface. On the left is a navigation sidebar with categories like TEAM, KNOWLEDGE BASE, and CUSTOM. The main content area shows a 'Customer satisfaction' modal window overlaid on a list of user queries. The modal window contains a header with '5.0 Average rating' and '70 User Reviews'. Below this is a text input field with a comment: 'Great stuff, completed very quickly with lots of advice and communication. Thanks Martin!'. At the bottom of the modal is a 5-star rating scale with the following labels: 'Very poor', 'Poor', 'Neither good nor poor', 'Good', and 'Very good'. The background list of queries includes columns for 'Rating', 'Key', 'Agents', and 'Received'. The first query has a 5-star rating and key 'STFCLOUD-583' handled by 'Ward, Jacob (STFC,RALSC)'. The second query has a 5-star rating and key 'STFCLOUD-536' handled by 'Tint, Michael (STFC,RALSC)'. The third query has a 5-star rating and key 'STFCLOUD-517' handled by 'Summers, Martin (STFC,RALSC)'. The fourth query has a 5-star rating and key 'STFCLOUD-464' handled by 'Ward, Jacob (STFC,RALSC)'. The fifth query has a 5-star rating and key 'STFCLOUD-457' handled by 'Ward, Jacob (STFC,RALSC)'. The sixth query has a 5-star rating and key 'STFCLOUD-443' handled by 'Ward, Jacob (STFC,RALSC)'. The seventh query has a 5-star rating and key 'STFCLOUD-186' handled by 'Good, John (STFC,RALSC)'. The eighth query has a 5-star rating and key 'STFCLOUD-188' handled by 'Good, John (STFC,RALSC)'. The ninth query has a 5-star rating and key 'STFCLOUD-371' handled by 'Summers, Martin (STFC,RALSC)'. The tenth query has a 5-star rating and key 'STFCLOUD-363' handled by 'Tint, Michael (STFC,RALSC)'. The eleventh query has a 5-star rating and key 'STFCLOUD-372' handled by 'Summers, Martin (STFC,RALSC)'. The twelfth query has a 5-star rating and key 'STFCLOUD-362' handled by 'Tint, Michael (STFC,RALSC)'. The modal window also includes a 'View request' link and a 'Turn off this request's notifications' link.

Customer satisfaction

5.0 Average rating | 70 User Reviews

Comment

Great stuff, completed very quickly with lots of advice and communication. Thanks Martin!

Rating

Key

Agents

Received

Prev 1 2 3 4 Next

STFCLOUD-583 Ward, Jacob (STFC,RALSC) 1 week ago 4:36 PM

STFCLOUD-536 Tint, Michael (STFC,RALSC) 01/Dec/21 5:08 PM

STFCLOUD-517 Summers, Martin (STFC,RALSC) 30/Nov/21 4:12 PM

STFCLOUD-464 Ward, Jacob (STFC,RALSC) 08/Nov/21 1:11 PM

STFCLOUD-457 Ward, Jacob (STFC,RALSC) 04/Nov/21 10:36 AM

STFCLOUD-443 Ward, Jacob (STFC,RALSC) 01/Nov/21 10:11 AM

STFCLOUD-186 Good, John (STFC,RALSC) 04/Oct/21 2:20 PM

STFCLOUD-188 Good, John (STFC,RALSC) 04/Oct/21 2:19 PM

STFCLOUD-371 Summers, Martin (STFC,RALSC) 01/Oct/21 11:00 AM

STFCLOUD-363 Tint, Michael (STFC,RALSC) 01/Oct/21 9:20 AM

STFCLOUD-372 Summers, Martin (STFC,RALSC) 24/Sep/21 9:58 AM

STFCLOUD-362 Tint, Michael (STFC,RALSC) 23/Sep/21 1:33 PM

Good, John (STFC,RALSC) <SCDCLOUDOPSTEAM@stfc.ac.uk>
Fri 25/06/2021 09:29
To: You

Reply above this line.

Good, John (STFC,RALSC) changed the status to Resolved.

Good, John (STFC,RALSC) resolved this as Done.

We are committed to continual improvement. Please let us know how our service was for this request? - If you would like to discuss any issues in more detail with the STFC Cloud Service Delivery Manager then please email john.good@stfc.ac.uk

Very poor Poor Neither good nor poor Good Very good

[View request](#) · [Turn off this request's notifications](#)

JSM User query management - Access to self service help for user

Your Customer Portal URL for customers: <https://jsd.stfc.ac.uk/servicedesk/customer/portal/5>

The screenshot shows the STFC Cloud Customer Portal. At the top, a service status banner reads: "CURRENT STFC CLOUD SERVICE STATUS - 13 January, 2022 UTC. The STFC Cloud is operating normally, no recent events." Below this is the STFC Cloud logo and the text "Help Center STFC Cloud Support Portal". A welcome message states: "Welcome! You can raise a STFC Cloud Support request from the options provided." A search bar is present with the placeholder text "What do you need help with?". On the left, a "Common Requests" sidebar lists: "Access STFC Cloud", "Quota Management", "Contact Us", and "FAQ". The main content area lists five request types with icons: "Request Access" (lock icon), "Quota Management" (database icon), "General Enquiry" (question mark icon), "Report Problem" (warning triangle icon), and "Request New Project" (plus sign icon).

- In addition to being able to submit a standard support request via email, the Customer Portal can guide a user through selected support areas and help prefill support requests so that the submitted ticket answers some of our more standard questions.
- The Customer Portal can also offer self help articles relevant to the users search.
- A service indicator is maintained at the top (currently manually but intended to automate in future) to provide an easy reference for users.

JSM User query management - Integration with other service tools

The screenshot displays a Slack interface for a channel named 'callouts'. The channel is part of a workspace named 'STFC-Cloud'. The channel header shows 'jira-service-management' and a user count of 6. The channel content includes several messages:

- A message from Icinga2: "Icinga2 closed alert #3313 *** PROBLEM Service Alert: sn1.nubes.rl.ac.uk/vhost_callout https://harbor.stfc.ac.uk is CRITICAL ***" dated Tuesday, 4 January.
- A message from Opsgenie EU (APP) at 10:53: "#3319: ** PROBLEM Service Alert: rally1.nubes.rl.ac.uk/ha-check_rally_vmbootrundelete_callout is CRITICAL **". The message includes details: Archetype: PROBLEM, Notification Type: PROBLEM, Service: ha-check_rally_vmbootrundelete_callout, Host: rally1.nubes.rl.ac.uk, Address: 130.246.182.101, Priority: P3, and Tags: cloud. A user named jacob.ward acknowledged the alert at 11:02.
- A message from Opsgenie EU (APP) at 11:02: "Icinga2 closed alert #3319 *** PROBLEM Service Alert: rally1.nubes.rl.ac.uk/ha-check_rally_vmbootrundelete_callout is CRITICAL ***".

The channel name 'callouts' is highlighted in the left sidebar. The sidebar also shows other channels like 'ceph', 'cloud-team', 'daaas', 'diamond', 'docuteam', 'euclid', 'image-updates', 'jira-service-management', 'jupyter-training-users', 'jupyterhub', 'kubernetes', 'notifications', 'openstack-upgrade', 'random', and 'security'.

JSM User query management - Improving the UI and escaping dated “90’s” feel of RT

The screenshot displays the JSM User query management interface. On the left, a sidebar contains a 'QUEUES' menu with various filters and their counts: All open (50), Security (7), Unassigned issues (1), Waiting for Support (26), Assigned to me (7), Waiting on me (5), Recently resolved (15), All Closed (resolve... 497), Service requests (49), Incidents (0), Reported in the la... (0), Critical (0), Due in 24h (0), Change (0), Ready for implem... (0), Emergency change (0), Problem (1), Completed last 3... (0), Packuilon (1), On Hold (0), and a '+ New queue' option at the bottom.

The main area is titled 'All open' and contains a table of tickets. The table has columns for 'Time to resolution', 'T', 'Key', 'Status', 'Summary', 'Created', 'P', 'Reporter', 'Assignee', and 'Updated'. The 'Status' column contains labels like 'WAITING FOR CUSTOM...' and 'WAITING FOR SUPPORT'. The 'Assignee' column shows names like 'Unassigned', 'Summers, Martin', 'Ward, Jacob', and 'Dibbo, Alexander'. The 'Updated' column shows dates from 10/Jan/22 to 13/Jan/22.

Time to resolution	T	Key	Status	Summary	Created	P	Reporter	Assignee	Updated
		STFCLOUD-601	WAITING FOR CUSTOM...	System Team access to Openstack	13/Jan/22	=	bruno.ribeiro@atlar.pt	Unassigned	13/Jan/22
		STFCLOUD-600	WAITING FOR CUSTOM...	Returning Floating IPs	13/Jan/22	=	Spencer, Jeremy (STFC,RAL,SC)	Summers, Martin (STFC,RAL,SC)	13/Jan/22
		STFCLOUD-599	WAITING FOR CUSTOM...	STFC Openstack - New Account	12/Jan/22	=	domingos.nunes@atlar.pt	Ward, Jacob (STFC,RAL,SC)	13/Jan/22
		STFCLOUD-598	WAITING FOR CUSTOM...	Request Username and Password	12/Jan/22	=	Ugur.Yilmaz@skao.int	Ward, Jacob (STFC,RAL,SC)	12/Jan/22
		STFCLOUD-597	WAITING FOR CUSTOM...	STFC Cloud Account	12/Jan/22	=	diogo.regateiro@atlar.pt	Ward, Jacob (STFC,RAL,SC)	12/Jan/22
		STFCLOUD-596	WAITING FOR CUSTOM...	System Team access to Openstack	12/Jan/22	=	bruno.engelec@gmail.com	Ward, Jacob (STFC,RAL,SC)	12/Jan/22
		STFCLOUD-594	WAITING FOR SUPPORT	request for new Harbor project	10/Jan/22	=	Winn, Martyn (STFC,DL,SC)	Dibbo, Alexander (STFC,RAL,SC)	10/Jan/22
		STFCLOUD-593	WAITING FOR CUSTOM...	Cloud access for project.	07/Jan/22	=	Shaikh, Aiman (STFC,DL,HC)	Ward, Jacob (STFC,RAL,SC)	10/Jan/22
		STFCLOUD-592	WAITING FOR CUSTOM...	New user	05/Jan/22	=	sam.tygier@stfc.ac.uk	Ward, Jacob (STFC,RAL,SC)	05/Jan/22
		STFCLOUD-587	WAITING FOR SUPPORT	Cloud access for CDT Student in SciML	04/Jan/22	=	Thiyagalingam, Jeyan (STFC,RAL,SC)	Ward, Jacob (STFC,RAL,SC)	13/Jan/22
		STFCLOUD-573	WAITING FOR CUSTOM...	Fw: Update - Urgent Action Required - Critical vulnerability in log4j	21/Dec/21	=	James.Buchanan@ukaea.uk	Ward, Jacob (STFC,RAL,SC)	06/Jan/22
		STFCLOUD-571	WAITING FOR SUPPORT	RE: Update - Urgent Action Required - Critical vulnerability in log4j	20/Dec/21	=	m.hodgkinson@sheffield.ac.uk	Ward, Jacob (STFC,RAL,SC)	20/Dec/21

At the bottom of the table, there is a pagination bar showing '1 - 50 of 50' and a page number '1' in a dark blue box.

JSM User query management - Improving the UI and escaping dated “90’s” feel of RT

The screenshot displays the Jira Service Desk interface for a ticket titled "Cloud access for project." The ticket ID is STFCLOUD-593. The interface includes a navigation bar with "Dashboards", "Projects", "Issues", and a "Create" button. A search bar and utility icons are also present.

The ticket details on the left show:
Type: Service
Priority: Medium
Component/s: None
Labels: None

The description of the ticket reads:
Hi,
I am working on [redacted] project and
Can I please get the access? Happy
Kind Regards,

The response section, highlighted by a red box, contains:
Attachments: A dashed box with the text "Drop files to attach, or browse."
Activity: A comment from "JSD Admin" dated "07/Jan/22 12:39 PM". The comment text is:
Thank you for contacting the STFC Cloud support team, this message is to acknowledge receipt of your request.
The STFC Cloud support team aim to reply to all initial requests within 2 business days.
If your request requires an urgent response, please indicate this in your message, chat with us on Slack (<https://stfc-cloud.slack.com/>) or try the STFC Cloud Support Portal or a self help solution.
Please subscribe to our mailing list at: <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=STFC-CLOUD>
For STFC Cloud Documentation visit <https://stfc-cloud-docs.readthedocs.io>

At the bottom of the response area, there is a "Click to add comment" button and a "Dates" section showing:
Created: 6 days ago 12:39 PM
Updated: 3 days ago 2:05 PM

Jira Core Project tracking and delivery

- Needed a method to **identify, share, report on and manage key targets.**
- Jira already in use by other teams in the dept. and commonly used as a bug/issue tracker. Academic license for use already exists.
- Cloud usage was ad-hoc, not all projects included, team access and training was needed.
- Issues overcome and Cloud group now makes increasingly heavy of Jira to track key projects in an Agile method
- Jira “Issues” can be tracked and copied between Jira and JSM.

Jira Core

Project tracking and delivery

The screenshot displays the Jira Core interface. At the top, the navigation bar includes 'Jira Software', 'Dashboards', 'Projects', 'Issues', 'Boards', and a 'Create' button. A search bar is located on the right. The left sidebar shows the 'STFC Cloud' project with various boards and reports. The main content area is titled 'Open issues' and lists several issues. The selected issue, 'Update grow disk documentation' (CLOUD-169), is shown in detail. The issue details include: Type: Task, Status: BACKLOG, Priority: Medium, Resolution: Unresolved, and Assignee: Chung, Donald. The description states that the document is out of date and needs updating, providing a link to the document and instructions on how to resize the VM. The interface also shows sections for Attachments, Activity, and Dates.

STFC Cloud / CLOUD-169

Update grow disk documentation

1 of 34

Order by Priority

- CLOUD-169 Update grow disk documentation
- CLOUD-164 Script to detect new users and email them our contact...
- CLOUD-163 Send a mail to all registered users to remind them of ...
- CLOUD-143 Automated benchmarks for VM flavors, storage, netw...
- CLOUD-145 Roadmap of knowledgebase articles
- CLOUD-175 Document VM Lifecycle best practices
- CLOUD-173 Gap analysis of existing documentation
- CLOUD-166 Validate heat documentation on readthedocs
- CLOUD-165 Set up etcd discovery service for use with Magnum
- CLOUD-162 Investigate Kubernetes security tools
- CLOUD-161 Deploy Cloud Grafana instances (internal and external)
- CLOUD-155 Create a new project checklist in confluence
- CLOUD-154

+ Create issue

Project settings

STFC Cloud / CLOUD-169

Update grow disk documentation

1 of 34

Edit Comment Assign More Backlog Selected for Development Workflow Admin Export

Details

Type: Task Status: **BACKLOG** (View Workflow)
Priority: Medium Resolution: Unresolved
Affects Version/s: None Fix Version/s: None
Labels: None

Description

The below document is out of date and needs updating and reformatting:
<https://stfc-cloud-docs.readthedocs.io/en/latest/howto/GrowTheDiskOfAVolumeVM.html>

It is no longer the default to create a VM with a volume for a disk.
This action should be possible to do by resizing the VM to a larger flavor of shutting down the VM and growing the volume if boot from volume was selected

Source for docs are here:
<https://github.com/stfc/cloud-docs>

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log

There are no comments yet

Comment

People

Assignee: Chung, Donald (STFC.RAL.SC)
[Assign to me](#)

Reporter: Dibbo, Alexander (STFC.RAL.SC)
Votes: 0 [Vote for this issue](#)
Watchers: 1 [Start watching this issue](#)

Dates

Created: 02/Dec/21 8:41 AM
Updated: 2 days ago

Agile

[View on Board](#)

- Environment is intuitive and very similar to other Atlassian products, such as JSM and Confluence, reducing learning curve for new team members.

Jira Core Project tracking and delivery

- Kanban board makes workload and progress tracking easy, custom labels allow grouping of related work.
- Can also easily generate roadmaps and reports.

The screenshot displays the Jira Core interface for a Kanban board. The top navigation bar includes 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Assets', 'Apps', and a 'Create' button. A search bar and user profile are on the right. The left sidebar shows navigation options for 'STFC Cloud' (Software project), including 'example Board', 'Roadmap', 'Kanban board', 'Reports', 'Issues', 'Components', 'Releases', 'Project pages', 'Add shortcut', and 'Project settings'. The main area shows the 'Kanban board' for 'STFC Cloud / example'. It features a search bar, filters for 'Only My Issues' and 'Recently Updated', and three columns: 'TO DO 125', 'IN PROGRESS 24', and 'DONE 14'. Each column contains task cards with progress indicators, assignee avatars, and issue IDs. A 'Quickstart' tooltip is visible in the bottom right corner.

Column	Task	Progress	Assignee	Issue ID
TO DO 125	Cloud promotional & introductory material overhaul	1/5	JG	CLOUD-196
	Basic training	1/5		CLOUD-148
	Security training for users	1/5		CLOUD-142
	Update nova endpoints on prod	1/5		CLOUD-214
	Work with user groups to summarise common workflows and use cases	1/5		CLOUD-104
	Create a Slurm Controller on the Cloud and Integrate it with SCARF	1/5		CLOUD-126
	[EXTENSION] - Run SCARF behind Jupyter on the cloud	1/5		
IN PROGRESS 24	Harbor High Availability	1/5	EM	CLOUD-209
	Move packquillon to credify	1/5	D	CLOUD-327
	Deploy an etherpad for use within STFC	1/5	KH	CLOUD-181
	Test and document use of VM locking	1/5		CLOUD-185
	Stackstorm script to update iam mappings in openstack	1/5		CLOUD-219
	Change glance image store to use swift	1/5		CLOUD-223
	Update cinder backup to use swift data store and document use	1/5		CLOUD-224
DONE 14	Knowledge signposting	1/5	JG	CLOUD-152
	Test issue	1/5		CLOUD-212
	Investigate rabbitmq sharding https://blog.rabbitmq.com/posts/2020/06/cluster-sizing-and-other-considerations/	1/5		CLOUD-221
	User feedback	1/5	JG	CLOUD-234
	Deneb storage rack, stack and cable - external contractors 2022 Procurement and installation	1/5		CLOUD-283
	Procure 2022 Compute 2022 Procurement and installation	1/5		

Confluence Documentation and Knowledge Base

- Documentation is integral to all services but most people dislike doing it. – We needed to make it easy to do!
- Internal documentation was held on ageing SCD Twiki. Not easy to work with, not easy to find the information you need, searching didn't work well.
- Twiki was also unsuitable for externally facing documentation.
- Confluence site now well developed and Twiki no longer in use by Cloud group.
- Cloud group maintains 2 Confluence sites, one internally focussed and another for user community to find information and access resources.

Confluence Documentation and Knowledge Base

The screenshot shows a Confluence page for 'Cloud Chatbot' under the 'STFC Cloud' space. The page content includes a description of the chatbot's basis on the Rasa open-source platform, a list of features, and an architecture diagram. The left sidebar shows a page tree with 'Cloud Chatbot' expanded. The right side of the image contains a list of bullet points summarizing the chatbot's characteristics.

Cloud Chatbot
Created by Chung, Donald (STFC,RAL,SC), last modified on Nov 24, 2021

The cloud chatbot is based on Rasa open-source platform.
Internal repo: [bmm66251 / CloudGroup-Chatbot · GitLab \(stfc.ac.uk\)](#)

Features:

- Natural-language understanding with machine learning: doesn't require us to program the exact responses of users
- System to capture user response perform conversation-driven development **easy to pick up.**
- Highly available deployment in Kubernetes cluster
- GPU accelerated learning
- Perform custom action with python.

Architecture:

The architecture diagram illustrates the flow of data and control between various components. It shows the interaction between the Rasa SDK (Action Server, Tracker Store, Lock Store), Rasa Open Source (Rasa Core, Rasa NLU, Agent), Rasa X (Rasa X Backend, Rasa X UI), and external services like SQL DB, Event Service, and Git Repository. The system is accessed via Nginx by Bot Users and Bot Builders.

- Site is easy and intuitive to work with; edit, read and write are all simple to do along with easy structure changes.
- Again, the UI is very similar to Jira and JSM so it's **easy to pick up.**
- Lightweight version control exists with history tracking and easy revision to previous versions if needed.
- A “Search” function that actually works!
- Access to articles can be controlled easily and an externally facing KB can be linked into JSM to aid users in finding the Self Help Article they are looking for.

Confluence

Documentation and Knowledge Base

- CloudKB
- Overview
- Blog
- Space Settings
- APPS
- Add apps
- SHORTCUTS
- How-to articles
- Pages
 - About the STFC Cloud
 - Development Roadmap
 - Knowledge Base
 - Contact Information
 - Video Archive
 - Event Information
- Archived pages



The STFC Cloud is a dedicated cloud infrastructure which provides access to compute resources for users across the facilities provided by STFC and partner organisations.

Run by the Scientific Computing Department, it is designed to be flexible to allow as many different use cases as possible. The aim of the Cloud is to allow users to perform complex data analysis without the overheads of running their own infrastructure, an approach often referred to as Infrastructure as a Service (IaaS).

Please note, that the STFC Cloud is entirely unrelated to corporate cloud based resources such as Office 365 or Email. Any information posted on these pages is completely separate from corporate cloud resources, including email, SharePoint, OneDrive or O365 or online mailboxes.

Using the expandable links below and to left of this page, this site aims to signpost help for new and prospective users of the Cloud.

Click here to expand...

On this site, you will find useful information on how to gain access to information such as:

- [What is the Cloud & how to get started](#)
- [Roadmap for development](#)

OpsGenie Operations and alerting

- Alerting and callouts
 - From Icinga primarily
- On call and on duty rota management
- An email address users can use to call out the cloud in emergencies
 - Only given to select users.
- Incident management
 - Not currently used but we are interested in it

OpsGenie Operations and alerting

The screenshot shows the OpsGenie Alerts page in a browser. The browser's address bar displays the URL `stfc.app.eu.opsgenie.com/alert/list`. The page header includes the OpsGenie logo and navigation tabs for Alerts, Incidents, Who is on-call, Teams, Services, Analytics, and Settings. A 'Create alert' button is visible in the top right corner.

The main content area features a search bar with the query `{q} status: open`. Below the search bar, there are filters for 'Select', 'All Time', and a settings icon. The 'Saved searches' section on the left lists 'PREDEFINED' and 'All' categories. The 'Open' filter is currently selected.

The alert list contains two entries:

- Alert #3314:** P3 **** PROBLEM Service Alert: sn1.nubes.rl.ac.uk/ha-check_megasas_callout is CRITICAL ****. Assigned to `jacob.ward` (ACKED). Date: 04-Jan-2022 14:44 (GMT+00:00). Actions: Close, Assign.
- Alert #3095:** P3 **** PROBLEM Host Alert: hv608.nubes.rl.ac.uk is DOWN ****. Assigned to `michael.tint` (ACKED). Date: 10-Dec-2021 10:05 (GMT+00:00). Actions: Close, Assign.

Additional filters on the left include 'Closed', 'Un'Acked', 'Not seen', and 'Assigned to me'. A chat icon is visible in the bottom right corner.

OpsGenie Operations and alerting

On-call schedules

Cloud Escalation (+00:00) GMT London

Cloud On Duty (+00:00) GMT London

Today < > 10 Jan - 23 Jan 1 Day 1 Week 2 Weeks 1 Month Calendar Timeline

Rotations + Add rotation

	Mo 10/1	Tu 11/1	We 12/1	Th 13/1	Fr 14/1	Sa 15/1	Su 16/1	Mo 17/1	Tu 18/1	We 19/1	Th 20/1	Fr 21/1	Sa 22/1	Su 23/1
Rota1	Michael Tint							Jacob Ward						

Overrides + Add override Take on-call for an hour

	Mo 10/1	Tu 11/1	We 12/1	Th 13/1	Fr 14/1	Sa 15/1	Su 16/1	Mo 17/1	Tu 18/1	We 19/1	Th 20/1	Fr 21/1	Sa 22/1	Su 23/1
Final schedule														
Rota1's final	Michael Tint							Jacob Ward						

Cloud_schedule (+00:00) GMT London

Today < > 10 Jan - 23 Jan 1 Day 1 Week 2 Weeks 1 Month Calendar Timeline

Rotations + Add rotation

	Mo 10/1	Tu 11/1	We 12/1	Th 13/1	Fr 14/1	Sa 15/1	Su 16/1	Mo 17/1	Tu 18/1	We 19/1	Th 20/1	Fr 21/1	Sa 22/1	Su 23/1
Rota1	A													
	Jacob Ward					Alexander Dibbo								

Overrides + Add override Take on-call for an hour

	Mo 10/1	Tu 11/1	We 12/1	Th 13/1	Fr 14/1	Sa 15/1	Su 16/1	Mo 17/1	Tu 18/1	We 19/1	Th 20/1	Fr 21/1	Sa 22/1	Su 23/1
Final schedule														
Rota1's final	A													
	Jacob Ward					Jacob Ward				Alexander Dibbo				

On-call

Teams / Cloud

Routing rules

Cloud On Duty

- IF for any received alert
 - AND routing time is between Monday 08:30 - Monday 17:15 Tuesday 08:30 - Tuesday 17:15 Wednesday 08:30 - Wednesday 17:15 Thursday 08:30 - Thursday 17:15 Friday 08:30 - Friday 17:15
- THEN route the alert to Cloud On Duty

Ignore warnings

- ELSE IF description contains "WARNING"
- THEN route the alert to No One

ELSE route alerts to Cloud_escalation

Escalation policies

Cloud_escalation

- 0 m On call users in Cloud_schedule, if not acknowledged
- 10 m On call users in Cloud_schedule, if not acknowledged

Summary

- Growth of the STFC Cloud across infrastructure resource, services and team led to a need to develop processes and tools to support the service provision at higher level and using an Agile and ITSM methodology.
- Key areas identified for development:
 - **User query management** – Resolved by Jira Service Management
 - **Project tracking and delivery** – Resolved by Jira Core
 - **Documentation and Knowledge Base** – Resolved by Confluence
 - **Operations and alerting** – Resolved by OpsGenie
- All licenses managed through central point – talk to Alastair if you have a query but Jira Admins group also exists if you need technical help.
- Migrated to Cloud from on-prem in May 2022, this went very smoothly.

Questions?