

Collaborative Data Hub Software - Maintenance and Evolution Services - Ready for Digital Twin Earth

Atlassian Jira cloud tracking tool instructions



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Table of Contents

1. Introduction	3
1.1 Purpose.....	3
1.2 Acronyms and Abbreviations.....	3
2. Issue Types.....	3
3. Issue Tracking Management Instructions	3
3.1 Overview	3
3.2 Jira Public ESA Relay project.....	4
3.3 Jira private CollGS/DHR project.....	5
3.4 Actors	5
3.5 Issue Status and Priority	6
Appendix A List of CollGS and DHR Jira Projects	7

Table Index

Table 1 – Acronyms and Abbreviations	3
Table 2 Members of the DHR and Collaborative GS community with a Jira projects	7

1. Introduction

1.1 Purpose

This document applies specifically to the ESA Data Hub Relay and CollGS Users for the management of the operational and software anomalies, User Requests, Reports and recommendations, detected during the operation phase of the DHS service, in the framework of the *Collaborative Data Hub Software Maintenance and Evolution Services for Digital Twin Earth*.

1.2 Acronyms and Abbreviations

Table 1 – Acronyms and Abbreviations

Acronym	Definition
DHS	Data Hub Software
DHR	Data Hub Relay
EDR	ESA DHuS Relay
CollGS	Collaborative Ground Segment

2. Issue Types

The issues that can be raised by Collaboratives are categorised as:

- **Anomaly:** any deviation from the expected situation and SW functioning. An anomaly justifies an investigation that might lead to the discovery of a nonconformance or a defect.
- **User request:** a clarification or support request entered by a DHR or CollGS user, mainly about software configuration.
- **Report:** issue open by DHR and CollGS users to upload statistical information requested for the weekly and annual reports.
- **Action Item:** actions received in official reviews of the Service.

3. Issue Tracking Management Instructions

3.1 Overview

This document aims to trace the main line guides for the usage of the new Atlassian Cloud Jira used as system tracking tool and put in place for the DHR and CollGS community.

Figure 1 shows the interaction between different Collaborative GS responsible. They access to:

- **Jira Private Project:** a private area allowing visibility to issues of only the individual Coll GS and DHR user. The private area allows the DHS user to raise, and comment on issues
- **Jira Public Project:** a shared area allowing visibility to all DHS users for common issues
- **Private Consortium Project:** where issue, if needed, will be cloned to allow the proper Resolution Entity the investigation by second line team.

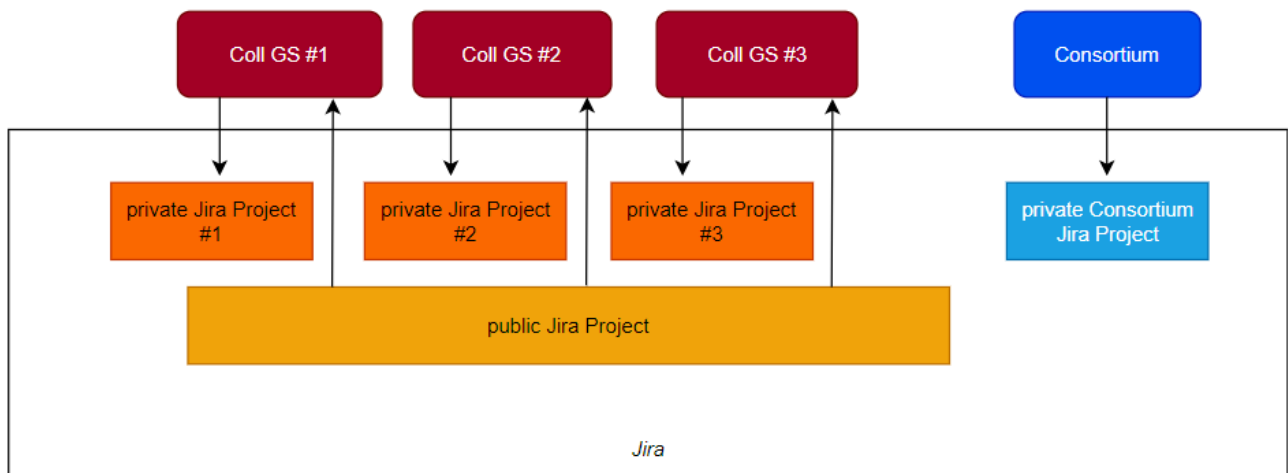


Figure 1 Jira projects

3.2 Jira Public ESA Relay project

The Esa Relay project (EDR) is the public project accessible here:

<https://serco-copernicus.atlassian.net/jira/software/c/projects/EDR/issues/>

As detailed in the following section, public Jira project and private Jira project will be accessible via two different portals, the Service Management and the Service Desk portal respectively. In order to perform a single registration to access both portals, we recommend you to complete your registration in EDR project, (following the invitation that we will send you via mail) and then to access to your private DHuS Relay/Collaborative GS national portal.

At the start you will find the following issues already present, where you can insert your updates when needed:

1. <https://serco-copernicus.atlassian.net/browse/EDR-1>: Anomaly management and issue tracking procedures, where you will find this document for future consultation if needed
2. <https://serco-copernicus.atlassian.net/browse/EDR-2>: Maintenance announcements, where you can continue to insert our planned DHuS maintenance or unplanned DHuS unavailability
3. <https://serco-copernicus.atlassian.net/browse/EDR-3>: DHR/CollGS hostnames list, where you can insert your FE instances hostname.
4. <https://serco-copernicus.atlassian.net/browse/EDR-4>: report-syncers.sh script where the script kindly shared by CESNET is provide for who is interested to automatically show his synchronizer configuration, as per current EDR-99
5. <https://serco-copernicus.atlassian.net/browse/EDR-5>: Timelines and Count script, where you can find scripts kindly shared by DLR that can be used as starting point for timeliness check and count of products on different DHuS instances, as per current EDR-103
6. <https://serco-copernicus.atlassian.net/browse/EDR-6>: DHuS gapfilling script, where you can find a script kindly shared by DLR that can be used to fill products gap, as per current EDR-115

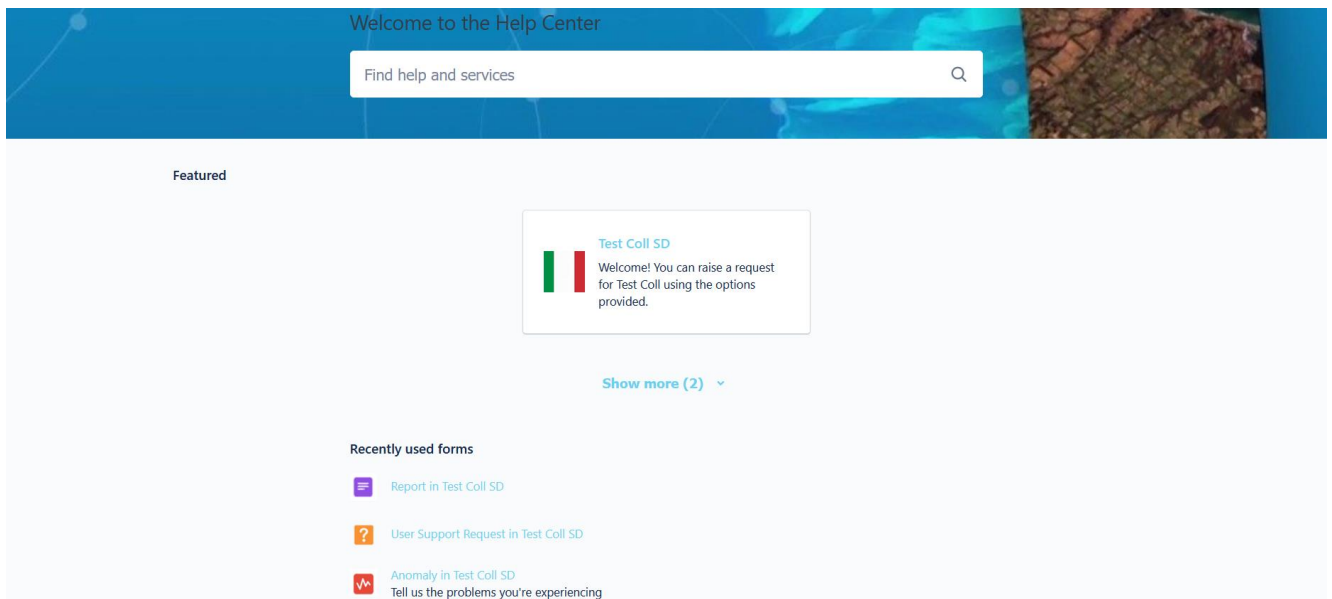
3.3 Jira private CollGS/DHR project

Your private project will keep the same project name as now and the email address associated to the project will be keep the same as well.

The project will be accessible via the Jira service desk portal at:

<https://serco-copernicus.atlassian.net/servicedesk>

Form there you will be able to open **Anomalies**, **User Requests** and to upload **Reports**, as per section 2 and as shown in the screenshot reported here for a test project:



Action Items will have a dedicated Action Item Control System. Details about this will be provided in a separate channel.

Please note that:

- request concerning improvements or enhancements should not be tracked via JIRA. The DHR/Coll GS responsible will propose them during official meetings or via e-mail
- operational/connection anomalies in the data retrieval from the primary DHuS service nodes, should not be tracked via JIRA but a ticket should be open by the CollGS entity directly in the DHS support channel:

colhub.support@copernicus.esa.int

- for operational/connection problems in the data retrieval from different instances of the DHR and Collaborative network, support will continue to be provided via Jira, as usual.

3.4 Actors

The actors involved in the Issue management procedures in Jira are here summarized:

- **Collaborative GS responsible:** he/she is in charge to monitor and discuss the status of the DHS operations managed by the Collaborative GS users, to identify configuration issues, software issues.

- **Support Manager:** he/she is responsible of the preliminary issue analysis activity and of assigning issue to the Maintenance Team. As Jira administrators, he/she can see all the issues of each private project, managing all project aspects. He/She oversees providing visibility about issue resolution performance to the Service Manager
- **Maintenance Manager:** he/she is in charge to schedule issue resolution and assign it to the proper Consortium's Teams

3.5 Issue Status and Priority

The issue workflow and issue status are a bit changed w.r.t the old Jira projects.

For your best convenience, please see below the available status:

- RECEIVED: when the issue has been received by us
- TO DO: when the issue has been red by us, and all the information needed for the analysis are contained in it
- ON GOING: when the issue needs to additional details, files or information to start or to continue the investigation
- DELEGATED: wen the issue is assigned to a proper team for the resolution
- REMOTE IN PROGRESS: when the issue investigation is on-going
- IN REVIEW: when the issue is waiting for the closure and it has to be reviewed by the Service Manager
- CLOSED: when the issue is closed

Concerning the priority, two possible values are available:

- Routine: for problems that impact the service limitedly
- Outstanding: for problems that impact the service deeply

Appendix A List of CollGS and DHR Jira Projects

Here following the updated list of all the projects present on Jira for Collaborative and DHR users.

Project	Key	URL
Austria DHuS Relay	ADR	Austria DHuS Relay - Jira Service Management (atlassian.net)
Austria DHuS Relay-EODC	ADREODC	Austria DHuS Relay EODC - Jira Service Management (atlassian.net)
Czech Republic DHuS Relay	CRDR	Czech DHuS Relay - Jira Service Management (atlassian.net)
Estonia CollGS	ESDR	Estonia CollGS - Jira Service Management (atlassian.net)
Finland CollGS	FDR	Finland CollGS - Jira Service Management (atlassian.net)
Germany DHuS Relay	GDR	Germany DHuS Relay - Jira Service Management (atlassian.net)
Greece DHuS Relay	GRDR	Greece DHuS Relay - Jira Service Management (atlassian.net)
Italy CollGS	ITDR	Italy CollGS - Jira Service Management (atlassian.net)
Luxembourg CollGS	LDR	Luxembourg - Jira Service Management (atlassian.net)
Norway DHuS Relay	NDR	Norway DHuS Relay - Jira Service Management (atlassian.net)
Poland CollGS	PLDR	Poland CollGS - Jira Service Management (atlassian.net)
Portugal CollGS	PTDR	Portugal CollGS - Jira Service Management (atlassian.net)
Romania CollGS	RDR	Romania CollGS - Jira Service Management (atlassian.net)
UK DHuS Relay	UKDR	UK DHuS Relay - Jira Service Management (atlassian.net)
UK-AIRBUS DHR	UADR	UK Airbus DHuS Relay - Jira Service Management (atlassian.net)

Table 2 Members of the DHR and CollGS community with a Jira project

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