

Training Workshop for Regional WIGOS Centres functions and tools in RA VI

Santander, Spain, 20-22 November 2023

IMS Training (Practical session)



Outline

Login in IMS

Identify an issue in WDQMS webtool

Create a ticket in IMS

Follow the process by implementing the steps defined under Incident Management Procedure

Login to Incident Management System

<https://jira.ecmwf.int/projects/RWC/>

There are three user levels in the system:


1. the RWCs,
2. the WDQMS National Focal Points (NFPs) and the
3. WIGOS Monitoring Centres (Global NWP Centres contributing to WDQMS).

To login to the IMS:

Fill in username and password according to the user account.

Login page of the IMS for RWCs

Welcome to ECMWF Software Support

 You must log in to access this page.

If you think you shouldn't get this message, please contact your Jira administrators.

Username

Password

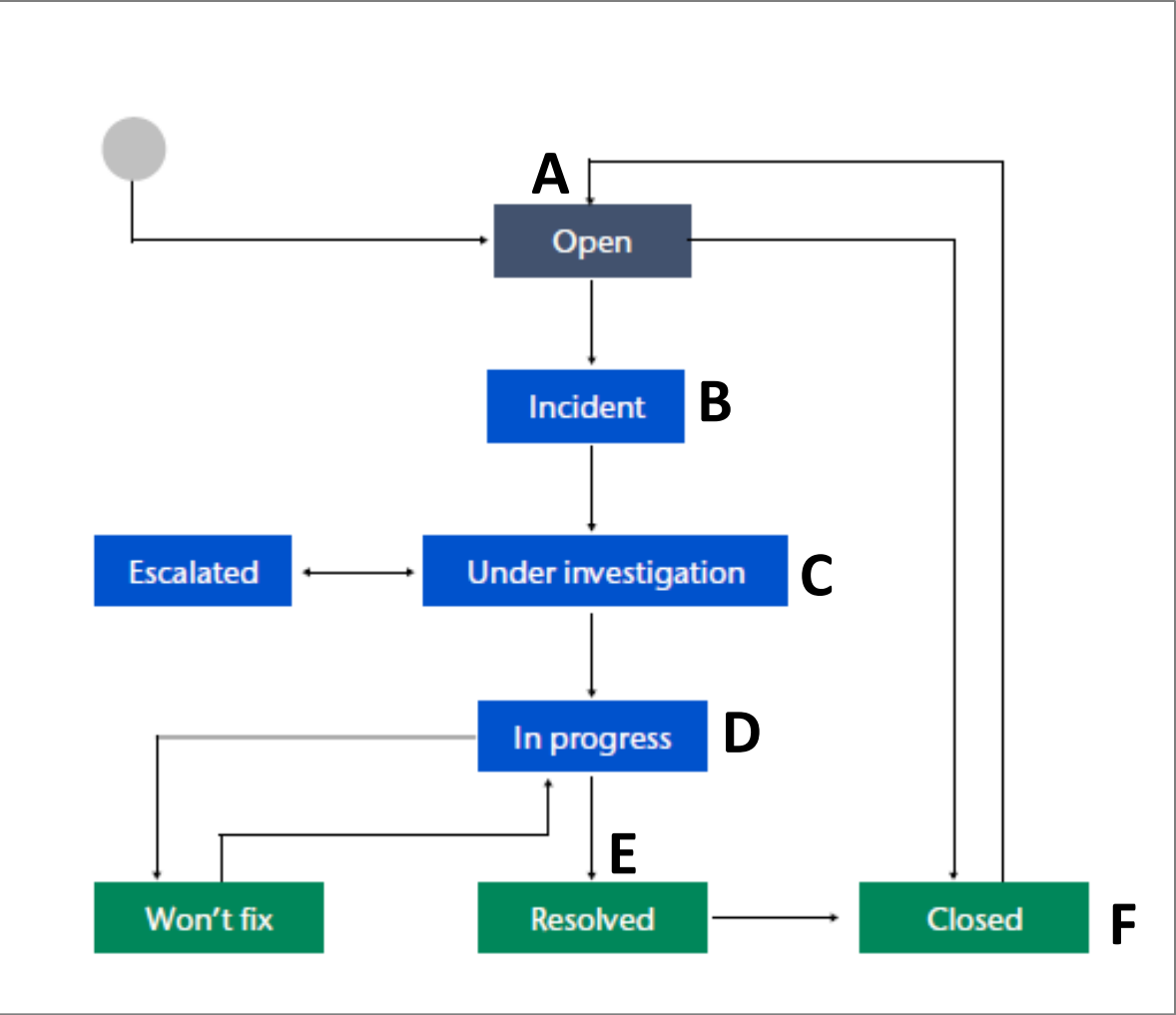
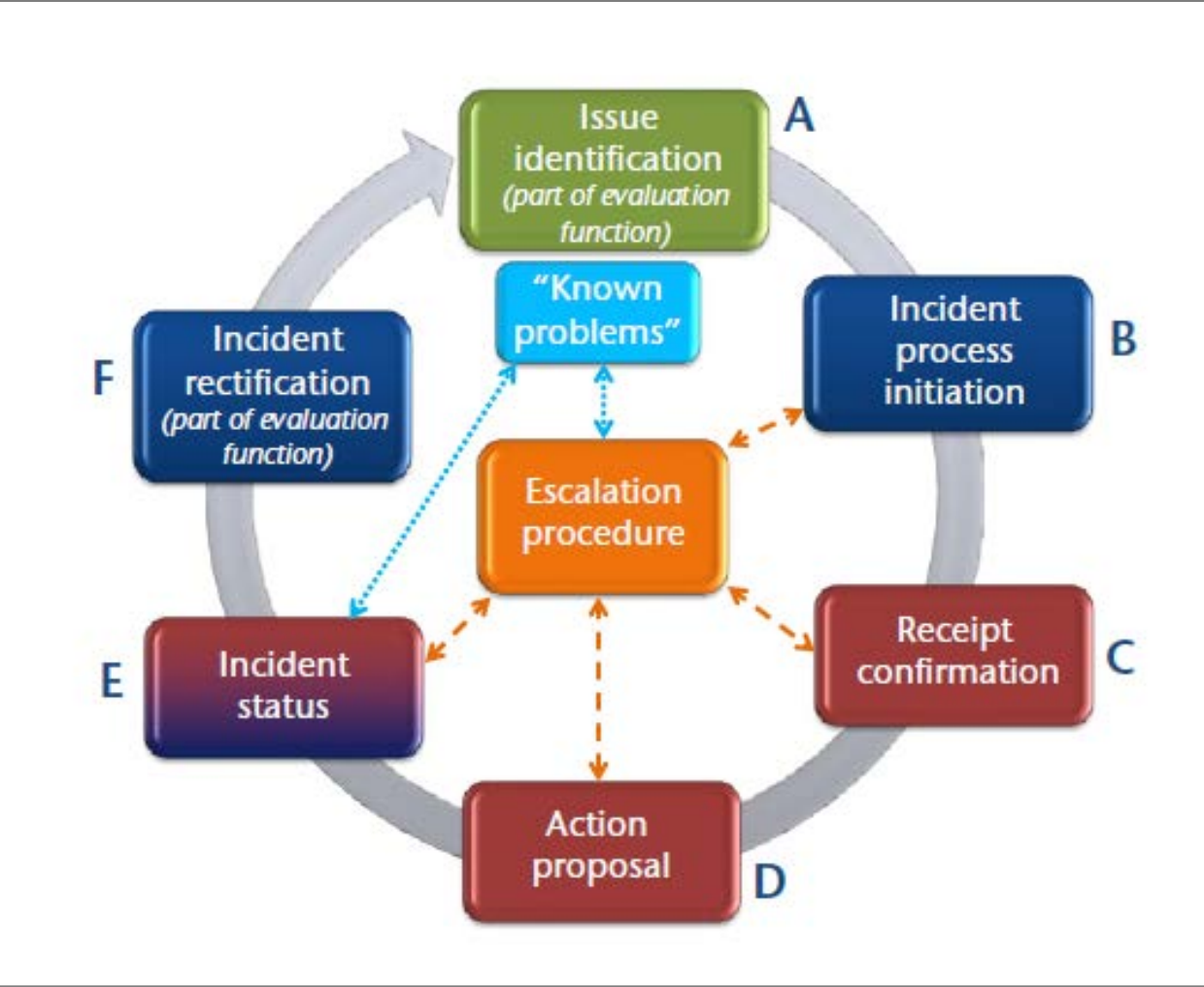
Remember my login on this computer

Not a member? [Sign up for an account.](#)

Log In

[Can't access your account?](#)

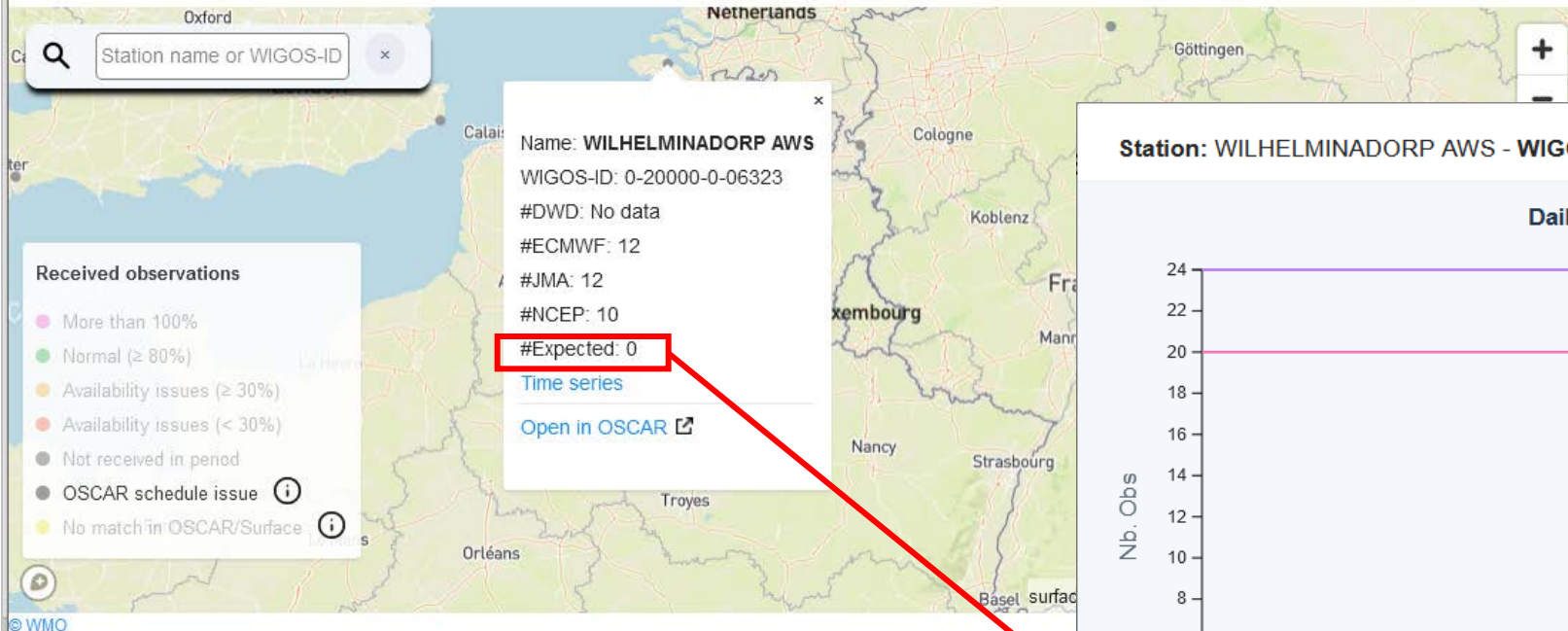
Steps for IMP and IMS for RWCs workflow



Step A: Identify an issue

Availability of surface land observations (global NWP)

Type of Period: Daily
Monitoring category: Availability
Variable*: Surface pressure
Monitoring Centre: All
Date: 2023-11-20

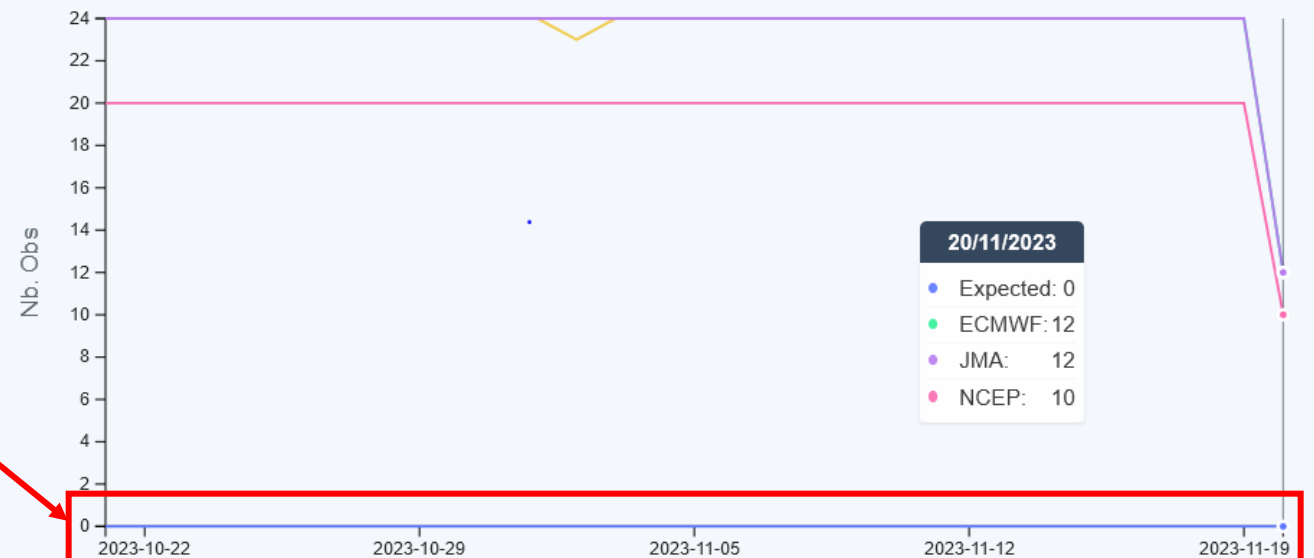


#Expected = 0 (OSCAR schedule issue)

- Not expected to report during the period according to OSCAR/Surface schedule, yet data was received.

Station: WILHELMINADORP AWS - WIGOS-ID: 0-20000-0-06323

Daily availability - Pressure - all centers



[Open in OSCAR](#)

The issue has occurred for the past 30 days

Close

Step B: Create a ticket

Once logged on the user will find the main page that shows the list of all tickets created.

1.

ECMWF Dashboards Projects Issues Capture Boards Create Search

All issues Switch filter View all issues and filters

Order by Created

RWC-782 13112023 JAGUARUANA - Brasil - Verificar metadato...

RWC-781 13112023 NATAL (81839-0) - Brasil Disponibilidad y c...

RWC-780 13112023 Chile - Estaciones con mas observaciones

RWC-779 13112023 Chile - Estaciones en gris

RWC-778 13112023 Chile - Varias estaciones en negro

RWC-777 Malaysian BUFR radiosonde winds

RWC-776 Indian BUFR radiosonde temperature below 800hPa le...

RWC-775 Indian BUFR radiosonde winds

RWC-774 test

+ Create issue

Incident Management System for RWC / RWC-782 1 of 760

13112023 JAGUARUANA - Brasil - Verificar metadatos estacion e instrumento

Edit Add comment Assign More Open Export

Details

Type: Issue

Priority: Medium

Component/s: RWC Argentina

WIGOS ID: 0-20000-0-81798

WIGOS Issue Category: Surface quality

People

Assignee: CLM INMET

Reporter: CRW Argentina

Votes: 0 Vote for this issue

Watchers: 1 Start watching this issue

Dates

Created: 13/Nov/23 6:24 PM

Updated: 13/Nov/23 6:24 PM

Description

Hola La estación Jaguaruana tiene diferencias entre la altura de la estación y el instrumento (49m y 13.5m respectivamente).

Por favor verificar los metadatos de la estación y del instrumento en OSCAR y verificar que los boletines BUFR sean

To create a new ticket,

1. click on the “Create” button in the header.

- Users will see a “create issue” page that contains a ticket form that must be filled in. It includes the fields listed below, each of them should be filled in with the details of the new issue.

Create Issue Configure Fields

All fields marked with an asterisk (*) are required

Project* Incident Management System...

Issue Type* Issue

Summary*

Reporter* SLinnerts

Type username of the reporter.

Assignee* Automatic

Assign to me

Component/s

Start typing to get a list of possible matches or press down to select.

Description

Style B I U A Link Image Bulleted List Numbered List Link Icon Plus Minus

Create another Create Cancel

Fill in the details of the new issue

Note: Some fields as shown in Figure 5, such as “Project”, “Issue type” and Reporter, contain default values automatically inserted that cannot be changed. The fields marked with a red star (*) are mandatory.

The screenshot shows a 'Create Issue' form with the following fields and annotations:

- 1.** Project*: Incident Management System... (dropdown menu)
- 2.** Issue Type*: Issue (dropdown menu)
- 3.** Summary*: 22112023-Netherlands-WILHELMINADORP AWS-Station Metadata (text input)
- Reporter*: SInnerts (text input)
- Type username of the reporter.
- 4.** Assignee*: Samantha Linnerts (dropdown menu)
- Assign to me (link)
- 5.** Component/s: RWC South Africa (dropdown menu)
- Start typing to get a list of possible matches or press down to select.
- 6.** Description: Rich text editor containing:
 - Name: WILHELMINADORP AWS
 - WIGOS-ID: 0-20000-0-06323
 - The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

- 1. Project*:** “Incident Management System for RWC” (by default);
- 2. Issue type*:** “Issue” (by default);
- 3. Summary*:** a brief explanation of the new issue being raised using a text structured in four blocks according to the following format:
ddmmyyyy-country-station/location-issue,
 - “ddmmyyyy”: day, month and year when ticket is created
 - country: country where the station is located
 - station/location: station name
 - issue: keyword of the issue,
- 4. Assignee*:** NFP:WDQMS
- 5. Component(s):** RWC responsible for the station where the issue arises, to be selected from a dropdown list;
- 6. Description:** Free text to describe in detail the reasons for raising the issue, including the possible cause(s) of the issue, as well as any suggestions on how to solve it, if possible;

Fill in the details of the new issue

The screenshot shows a form for creating a new issue. The form is divided into several sections:

- 7. Priority:** A dropdown menu set to "Medium".
- Attachment:** A dashed box with a cloud icon and the text "Drop files to attach, or browse."
- 8. Linked Issues:** A dropdown menu set to "has to be finished together with" and a plus sign.
- Issue:** A dropdown menu.
- WIGOS ID*:** A text input field containing "0-20000-0-06323".
- 10. WIGOS Issue Category:** A dropdown menu set to "None". Below it is a list of categories: "None", "Surface availability", "Surface quality", "Surface timelines", "Upper-air availability", "Upper-air quality", and "Upper-air timelines".
- 11. Create:** A blue button labeled "Create".

At the bottom of the form, there is a checkbox labeled "Create another" and a "Cancel" button.

- 7. Priority:** a priority level according to the Technical Guidelines for Regional WIGOS Centres on the WIGOS Data Quality Monitoring System (WMO-No. 1224). The default value shown (“Medium”) can be changed by selecting a different one from a dropdown list;
- 8. Linked issues:** select an existing ticket from a dropdown list if the issue is related to any previously registered issues. This is if the ticket opened is related to an existing ticket;
- 9. WIGOS ID*:** WIGOS Station Identifier (WSI) as registered in OSCAR/surface. If more than one station is reported in this ticket, use one of their WSIs (details about the other WSIs will go into the description field);
- 10. WIGOS issue category:** combination of a type of observation and performance category, for example surface availability, to select from a dropdown list.
- 11. Click “Create”**

New issue

ECMWF Dashboards Projects Issues Capture Boards Create Search

Incident Management ... All issues Switch filter

Order by Created

- RWC-783 22112023-Netherlands-WILHELMINADORP AWS-Sta...
- RWC-782 13112023 JAGUARUANA - Brasil - Verificar metadato...
- RWC-781 13112023 NATAL (81839-0) - Brasil Disponibilidad y c...
- RWC-780 13112023 Chile - Estaciones con mas observaciones
- RWC-779 13112023 Chile - Estaciones en gris
- RWC-778 13112023 Chile - Varias estaciones en negro
- RWC-777 Malaysian BUFR radiosonde winds
- RWC-776 Indian BUFR radiosonde temperature below 800hPa le...
- RWC-775 Indian BUFR radiosonde winds
- RWC-774 test
- RWC-773 07112023-Rwanda-Multiple stations- Availability issu...

+ Create issue

Project settings 1 2 3 4 5 >

Incident Management System for RWC / RWC-783

22112023-Netherlands-WILHELMINADORP AWS-Station Metadata

1 of 761

Edit Add comment Assign More Open Export

Details

Type: Issue
Priority: Medium
Component/s: RWC South Africa
WIGOS ID: 0-20000-0-06323

Description

Name: **WILHELMINADORP AWS**
WIGOS-ID: 0-20000-0-06323
The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.

Add comment

People

Assignee: Samantha Linnerts
Reporter: Samantha Linnerts
Votes: 0
Watchers: 1 Stop watching this issue

Dates

Created: Just now
Updated: Just now
Creation timestamp: 21/Nov/23 11:23 PM

Development

Create branch

Agile

Find on a board

Ticket Status: Open

Incident Management System for RWC / RWC-783
22112023-Netherlands-WILHELMINADORP AWS-Station Metadata

Edit Add comment Assign More Open

Details

Type: Issue
Priority: Medium
Component/s: RWC South Africa
WIGOS ID: 0-20000-0-06323

Description

Name: **WILHELMINADORP AWS**
WIGOS-ID: 0-20000-0-06323
The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

Attachments

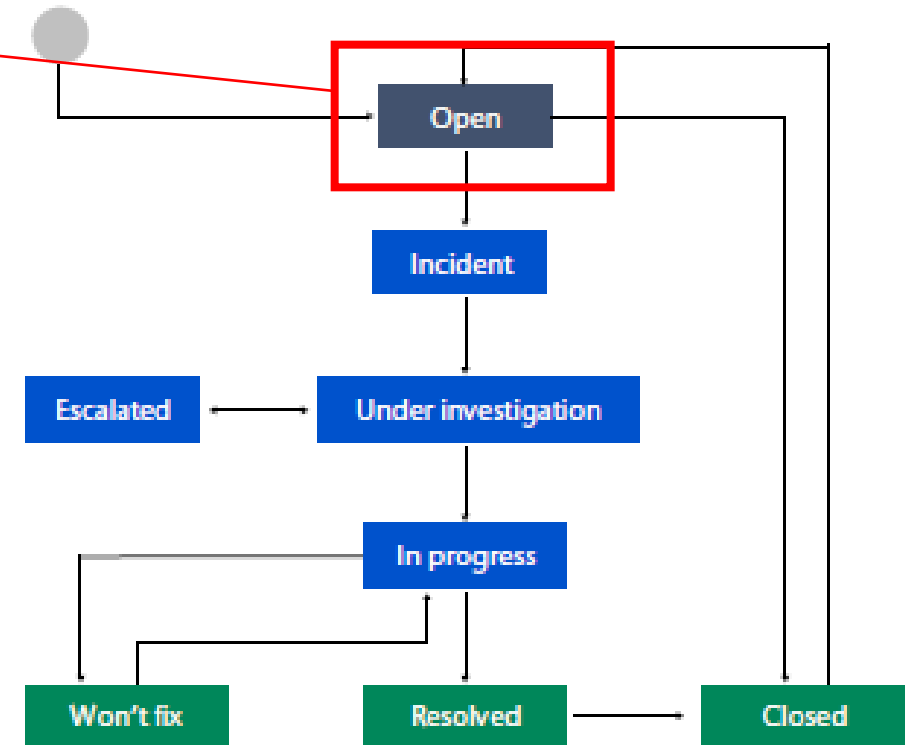
Drop files to attach, or browse.

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.

Add comment



Ticket Status: Open to Incident

Incident Management System for RWC / RWC-783
22112023-Netherlands-WILHELMINADORP AWS-Station Metadata

Edit Add comment Assign More Incident

Details

Type: Issue
Priority: Medium
Component/s: RWC South Africa
WIGOS ID: 0-20000-0-06323

Description

Name: **WILHELMINADORP AWS**
WIGOS-ID: 0-20000-0-06323
The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

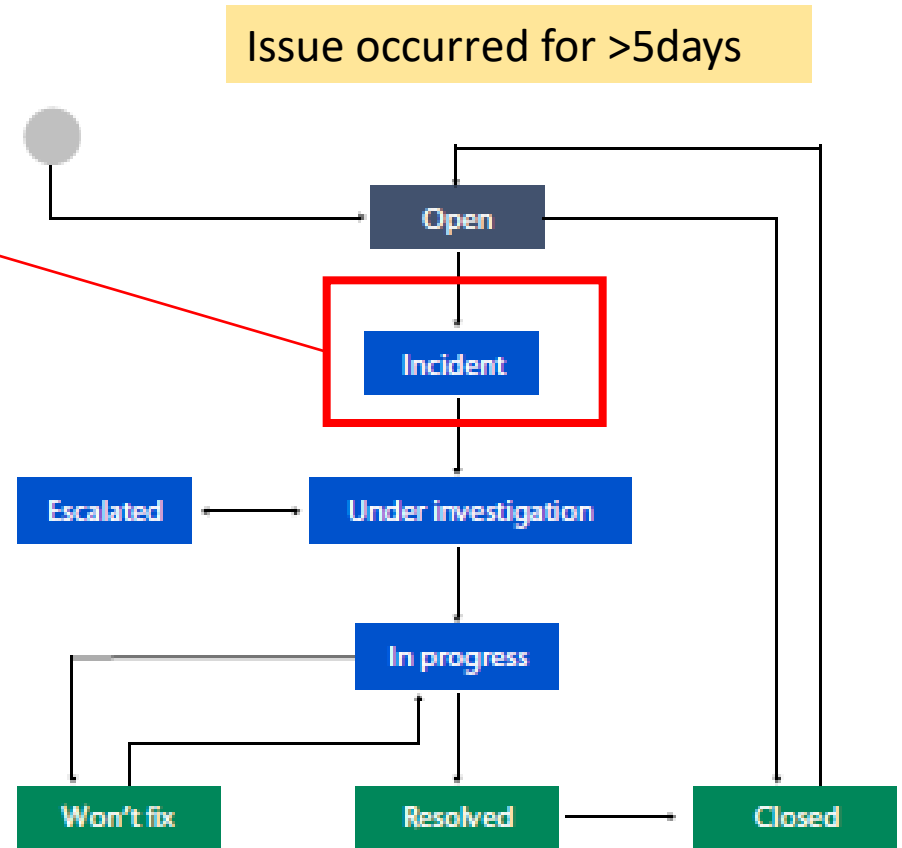
Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity

There are no comments yet on this issue.



Step C: Incident to Under investigation

Incident Management System for RWC / RWC-783
22112023-Netherlands-WILHELMINADORP AWS-Station Metadata

Edit Add comment Assign More **Under investigation**

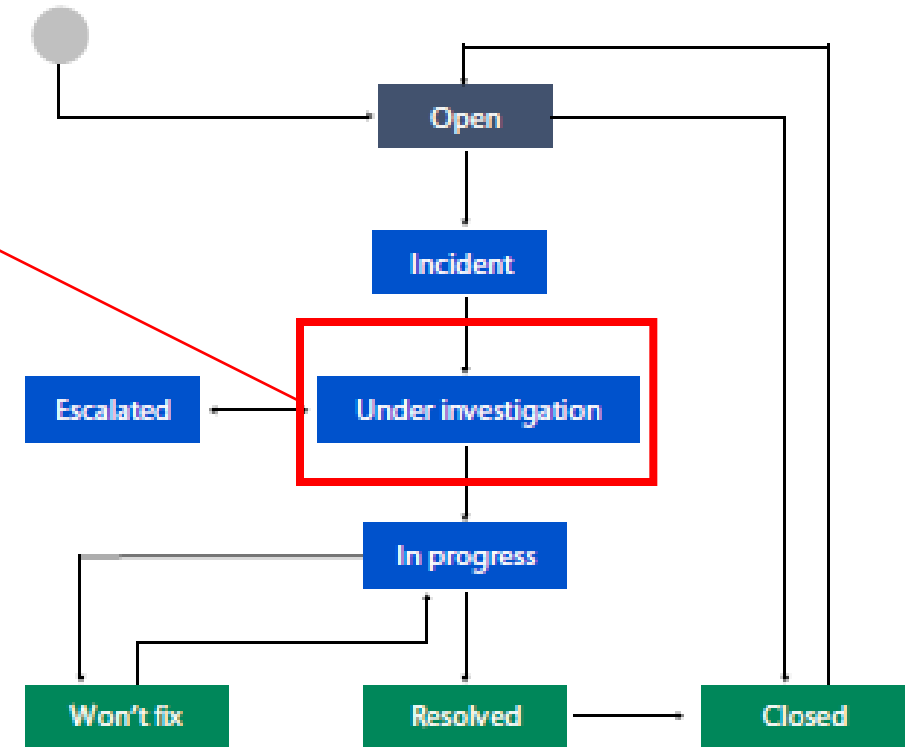
Details
Type: Issue
Priority: Medium
Component/s: RWC South Africa
WIGOS ID: 0-20000-0-06323

Description
Name: **WILHELMINADORP AWS**
WIGOS-ID: 0-20000-0-06323
The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

Attachments
Drop files to attach, or browse.

Activity
All Comments Work Log History Activity Newest first

Activity
Samantha Linnerts added a comment - 1 minute ago
Ticket acknowledged and will be attended to.
Edit · Delete



WDQMS NFP is aware of an incident assigned to him/her and acknowledges receiving the ticket through the "Comment" button of the ticket.

Step D: Under investigation to In progress

Edit Add comment Assign More **In Progress**

Details
 Type: **Issue**
 Priority: **Medium**
 Component/s: **RWC South Africa**
 WIGOS ID: **0-20000-0-06323**

Description
 Name: **WILHELMINADORP AWS**
 WIGOS-ID: **0-20000-0-06323**
 The station reported data but is not expected to report during the according to OSCAR/Surface schedule. (#Expected = 0)

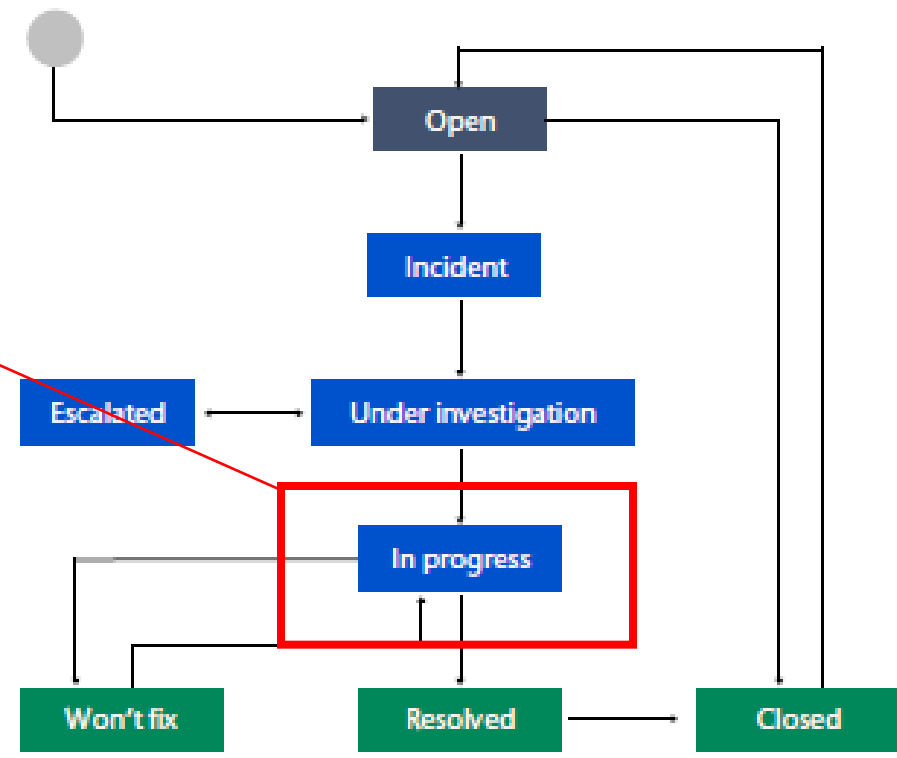
Attachments
 Drop files to attach, or browse.

Activity
 All Comments Work Log History Activity

Samantha Linnerts added a comment - 23 minutes ago
 Ticket acknowledged and will be attended to.
Edit Delete

Program / network affiliation	Program specific ID	Affiliation status	Declared status	Assessed status
GBON		Approved	Operational	Unknown
	Operating Status	Type	From	To
	Operational	Declared	2022-09-08	

Observations / measurements	
Atmosphere > Temperature	
Air temperature (at specified distance from reference surface) - [Geometry: Point]	
Variable:	Air temperature (at specified distance from reference surface)
Geometry:	Point
Programs / network affiliations:	GBON
Last updated:	On 2018-06-27 by VAN DER MEULEN Jitze
Deployments	
From 1991-01-01	
Source of observation:	Instrumental automatic reading
Distance from reference surface (m):	1.5m from local ground (deprecated)
Application area(s):	High-resolution numerical weather prediction (HRNWP)
Representativeness of observation:	mesoscale (3 km .. < 100 km)
Near Real Time:	No
Instrument characteristics	
Data Generation	
From: 1991-01-01	
Reporting	
Measurement unit:	degree Celsius (°C)
Data policy:	WMOAdditional



Samantha Linnerts added a comment - 3 minutes ago
WILHELMINADORP AWS metadata is incomplete. The station is not affiliated to GOS-General, air temperature captured under observations/measurements but does not have a reporting schedule.
 The OSCAR/Surface NFP will update the station metadata
Edit Delete

WDQMS NFP informs the RWC via the IMS, about the proposed action(s) to resolve the incidents, including the corresponding estimated time interval. Such information should be provided through the comments field of the tickets. RWC will validate the actions proposed by WDQMS NFPs and decide

Step E: In progress to Resolved

[Edit](#) [Add comment](#) [Assign](#) [More](#) **Resolved**

Details

Type: Issue
Priority: Medium
Component/s: [RWC South](#)
[Africa](#)
WIGOS ID: 0-20000-0-06323

Description

Name: **WILHELMINADORP AWS**
WIGOS-ID: 0-20000-0-06323
The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

Attachments

Drop files to attach, or browse.

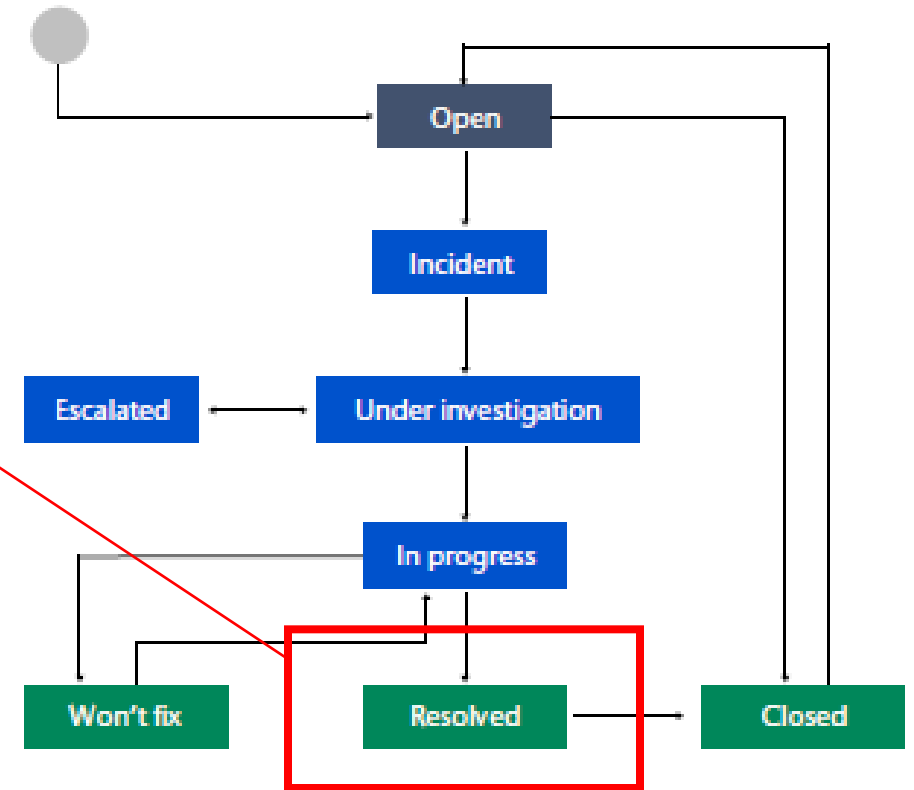
Activity

All [Comments](#) [Work Log](#) [History](#) [Activity](#) [Oldest first](#)

Samantha Linnerts added a comment - 32 minutes ago
Ticket acknowledged and will be attended to.
[Edit](#) · [Delete](#)

Samantha Linnerts added a comment - 12 minutes ago
WILHELMINADORP AWS metadata is incomplete. The station is not affiliated to GOS-General, air temperature captured under observations/measurements but does not have a reporting schedule.
The OSCAR/Surface NFP will update the station metadata
[Edit](#) · [Delete](#)

Samantha Linnerts added a comment - Just now
All mandatory station metadata fields were updated and the GOS-general affiliation was assigned to the station.



WDQMS NFP should provide frequent updates, on the actual progress of actions(s) to solve the incident. The RWC should keep contact with the concerned WDQMS NFP, e.g. they can regularly request updates from the WDQMS NFPs. WDQMS NFP informs the RWC that the incident has been resolved

[Edit](#)
[Add comment](#)
[Assign](#)
[More](#)
[Closed](#)

Details
 Type: Issue
 Priority: Medium
 Component/s: RWC South Africa
 WIGOS ID: 0-20000-0-06323

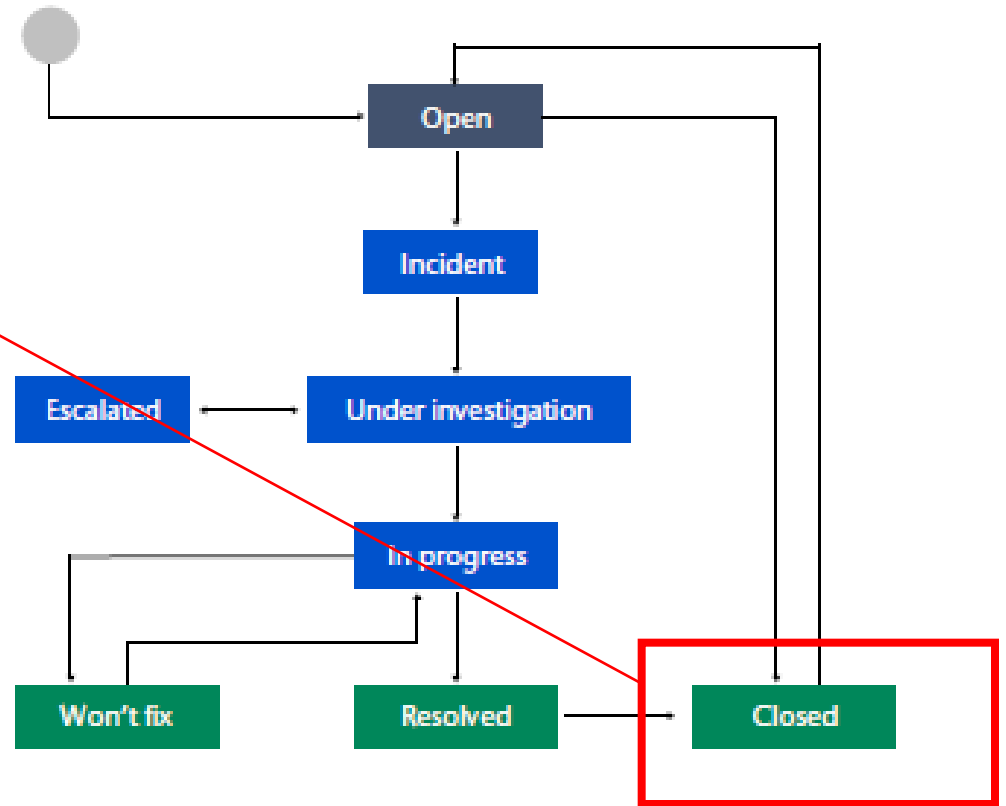
Description
 Name: WILHELMINADORP AWS
 WIGOS-ID: 0-20000-0-06323
 The station reported data but is not expected to report during the period according to OSCAR/Surface schedule. (#Expected = 0)

Attachments
 Drop files to attach, or browse.

Activity
 All [Comments](#) [Work Log](#) [History](#) [Activity](#) Oldest first

- Samantha Linnerts added a comment - 43 minutes ago
 Ticket acknowledged and will be attended to.
 Edit · Delete
- Samantha Linnerts added a comment - 23 minutes ago
 WILHELMINADORP AWS metadata is incomplete. The station is not affiliated to GOS-General, air temperature captured under observations/measurements but does not have a reporting schedule.
 The OSCAR/Surface NFP will update the station metadata
 Edit · Delete
- Samantha Linnerts added a comment - 11 minutes ago
 All mandatory station metadata fields were updated and the GOS-general affiliation was assigned to the station.
 Edit · Delete
- Samantha Linnerts added a comment - 1 minute ago - edited
 the issue was resolved. The ticket will now be regarded as closed

Step F: Resolved to Closed



Edit · Delete
 Samantha Linnerts added a comment - 1 minute ago - edited
 the issue was resolved. The ticket will now be regarded as closed

After further validation, the RWC can decide to update the Closed. RWCs may reopen a closed ticket if it is found that the issue reappears, by clicking "Reopen"

Thank you



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