Introduction to Incident Management System (IMS)

OUTLINE

- *Incident Management System (IMS)*

- *IMS Procedure and Roles in IMS*

- *How to get account and login in IMS*

- *Users Registered in IMS*

- *IMS Workflow*

- *Ticket processing in the IMS*

- *IMS Main Page and Basic Features*

IMS

- **WDQMS Process functions:**
  - *Monitoring function by WIGOS Quality Monitoring Centres*
  - *Evaluation function by RWCs*
  - ***Incident management function by RWCs and Members***
    - *to assess, monitor and resolve the identified issues by collaboration between RWCs and Members*

- **Incident Management System:**

  - *One of the **main operational tools used by RWCs,** in addition to OSCAR/Surface and WDQMS Webtool*

  - *Configured according to the **Incident Management Procedure**–WMO-No.1224, Technical Guidelines for RWC on WDQMS*

  - Hosted by the **European Centre for Medium-Range Weather Forecasts (ECMWF)** in JIRA Software, a work management tool for all kinds of uses cases

  - **Operation in pilot mode since July 2020**: RWC EAC, RWC Morocco, RWC Southern Africa, RWC Beijing, RWC Tokyo, RWC Argentina, RWC Brazil, RWC Indonesia and RWC Singapore
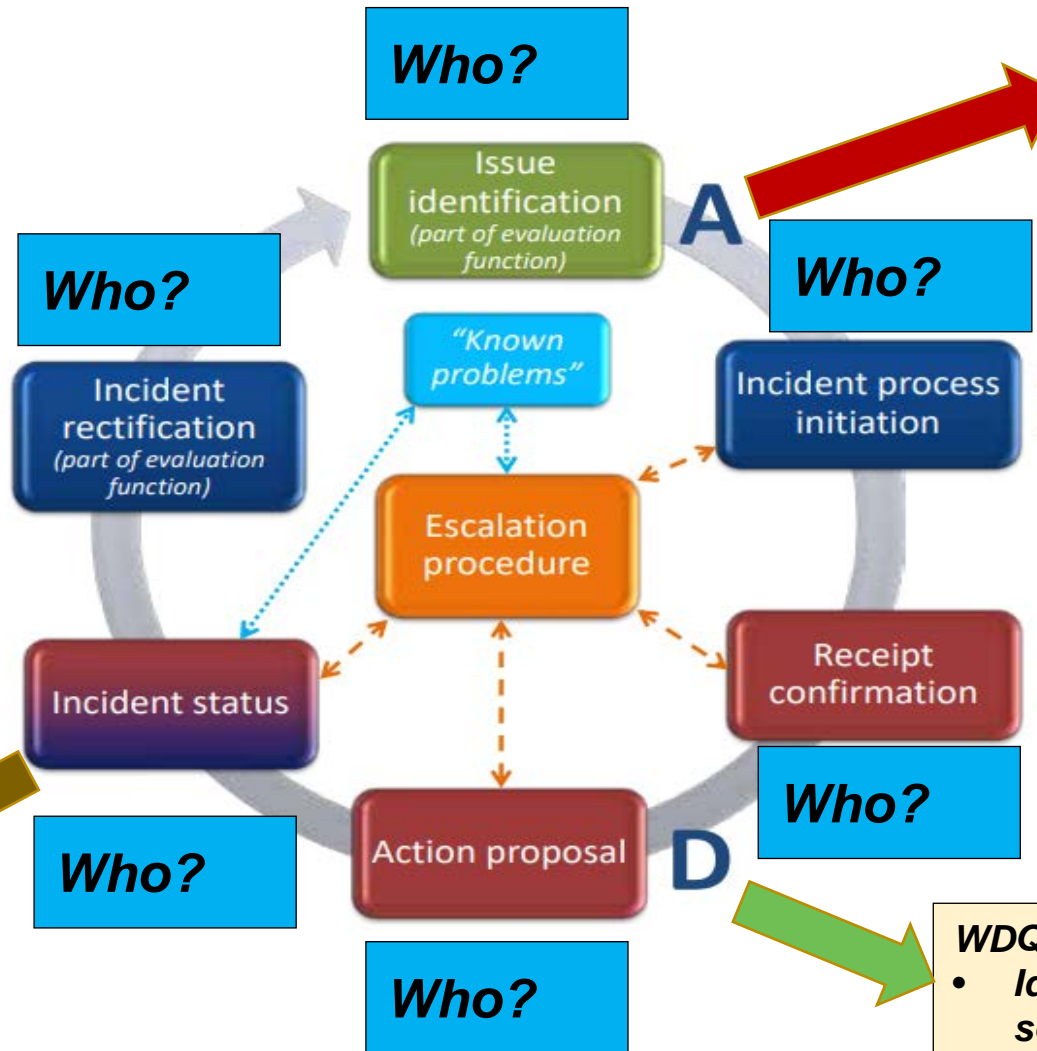
IMS

- **Incident Management System features and functions:**

  o *a web based tool*

  o *a ticket system that follows the performing the WDQMS incident management function*

  o *allows interaction between RWC, NFPs of Members and the WQMCs to address issues of availability and quality of observational data or metadata in OSCAR/Surface*

  o *used by registered users*

  o *identifying issues*

  o *creating issue and incident tickets with descriptions and additional information*

  o *classifying and prioritization of incidents*

  o *initiating the incident process*

  o *monitoring and updating ticket status*

  o *providing historical record of tickets*

  o *providing statistics of RWC operations*

  o *contributing to identifying and resolving issues for improving data availability and quality*

IMS Procedure and Roles in IMS

RWC
- *if incident has been rectified by the country*
- *If the incident ticket can be closed or keep open based on WDQMS monitoring results*
- *If keep open, ask NFP for further actions*

RWCs or data users, e.g NWP Centres.
- *creating a new ticket by RWC*
- *monitor each issue over 5 working days*

RWCs
- *Initiate incident management process*
- *Notify WDQMS NFP*

WDQMS NFP
- *a receipt confirmation*

WDQMS NFP
- *regularly provide the RWC with summarized updates on the status of the incident*
- *document the updates in the incident ticket*

RWC
- *update the date, ticket status and other relevant parts of the ticket summary (once a week)*

WDQMS NFP; OSCAR/Surface NFP, other staff
- *Identify the cause of the incident and find a solution*
- *Alert the RWC of the proposed actions*
- *Update the incident ticket information and inform RWC*

Who? Who? Who? Who? Who? Who?

A B C D E F

Issue identification (part of evaluation function)
"Known problems"
Incident process initiation
Escalation procedure
Receipt confirmation
Incident status
Action proposal
Incident rectification (part of evaluation function)

How to get account and login in IMS?

Step-1:

WDQMS NFP of the country has been nominated in the WMO community platform, https://contacts.wmo.int/.

 Related guidance is available here: https://community.wmo.int/activity-areas/community-platform

Nomination of NFPs

https://community.wmo.int/activity-areas/community-platform
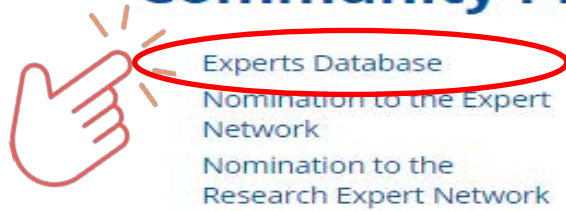
Guidance on nominations

Nomination of NFPs

World Meteorological Organization

🏠 | All Members | All Groups | All Contacts | Enquiries | 🔍 | Sign in

https://contacts.wmo.int/

Welcome to the WMO Experts Database!

The WMO Experts Database (contacts.wmo.int) is an interactive self-service system that allows Members to review and update information about their experts. It is the first module of the WMO Community Platform launched in June 2019.

Please find below some tutorial videos:

- How to access your account
- How to nominate experts to the Expert Network
- How to update your profile and upload a CV
- How to update WMO Centres and their Links
- How to update WMO Members' profiles
- How to nominate experts to be in WMO groups, teams or focal points
- How to remove experts from groups or change their roles

WMO OMM

Nomination of NFPs

Guidance document and information available at the web page below

| HOME | MEMBERS | GOVERNANCE | ACTIVITY AREAS | PROJECTS | PLANNING & MONITORING | WMO WEBSITE | LEGACY CONTENT |

Home > activity areas > community platform > nomination expert network

Nomination to Expert Network

ACTIVITY AREAS (1)

☐ Community Platform

The online nomination for the new WMO Technical Commissions open. The nomination process is as follows:

1. Experts must update their profiles with their full set of skills (list of skills) and attach a CV (under "**My Documents**"). To update your profile you should follow the section "How to update your profile" in the **guide**.

2. Agency Approvers can add new Experts to the database. Go to "**My Experts**" in the dropdown menu and click on "Add experts", the new contact will automatically receive an email with access details.

3. Agency Approvers must fill in the "Expert Network Nomination" form. Guidelines can be found **here**.

https://community.wmo.int/activity-areas/community-platform/nomination-expert-network

WMO OMM

How to get account and login in IMS?

Step-2:

WDQMS NFPs and RWC create new accounts in JIRA ECMWF, and inform Secretariat once the account has been activated https://accounts.ecmwf.int/auth/realms/ecmwf/protocol/openid-connect/registrations?client_id=apps&response_type=code&scope=openid%20email&redirect_uri=https://www.ecmwf.int

ECMWF   ?Help

Create an ECMWF Account

First name

Last name

Email

Password

••••••••••••

Please do not use your last name as part of the password

Confirm password

New user?

An ECMWF account enables you to:

- access open data more quickly
- register for events
- enrol on online courses
- access training resources
- create and track service requests

To check if you are eligible for more features you can read about access to forecast data and access to our computing facilities.

Password Requirements

An ECMWF password should comply with the following requirements:

- Not contain the user's account name or part of the user's full name that exceed two consecutive characters
- The password is at least **12 characters long**
- The password contains characters from at least **three** of the following four categories:

How to get account and login in IMS?

Step-3:

Secretariat adds WDQMS NFPs and RWC to the IMS project

Users registered in the IMS

➢ **Regional WIGOS Centres:**

- responsible to monitor and manage the tickets for observations that is within their area of responsibility
- create tickets, update ticket status and close ticket

➢ **National Focal Points on WDQMS:**

- representing their countries to respond tickets assigned to them
- coordinate issues within their organization/countries
- provide updates related to the tickets in the system as defined in the guidance document

➢ **WIGOS Quality Monitoring Centres (DWD, ECMWF, JMA, NCEP):**

- can report issues or open tickets in the system,
- provide input to an ongoing tickets,
- in some cases, tickets can be assigned to them

➢ **CBS Lead Centre (new, March 2022):**

- CBS Lead Centre for GCOS (RA VI) is willing to collaborate with RWCs in identifying any data issues on the GCOS observation networks.
- The centre has been responsible for monitoring performance of GCOS networks (GSN and GUAN).
- Monitoring results of GCOS networks (GSN and GUAN) have been made available in the WDQMS Webtool since the launch of version 1.3 in November 2020.

IMS Workflow

- The workflow of IMS for RWC is configured according to the Incident Management Procedure – WMO-No.1224, Technical Guidelines for RWC on WDQMS

- Tickets opened in the system are grouped by RWC.

- Tickets and their details are visible to all registered users regardless of their region

- Only RWCs accounts can update ticket status and close tickets. All users can create a new ticket and add comments

- The system is in English but users can use a different languages (UN languages) in their ticket details, including in comments
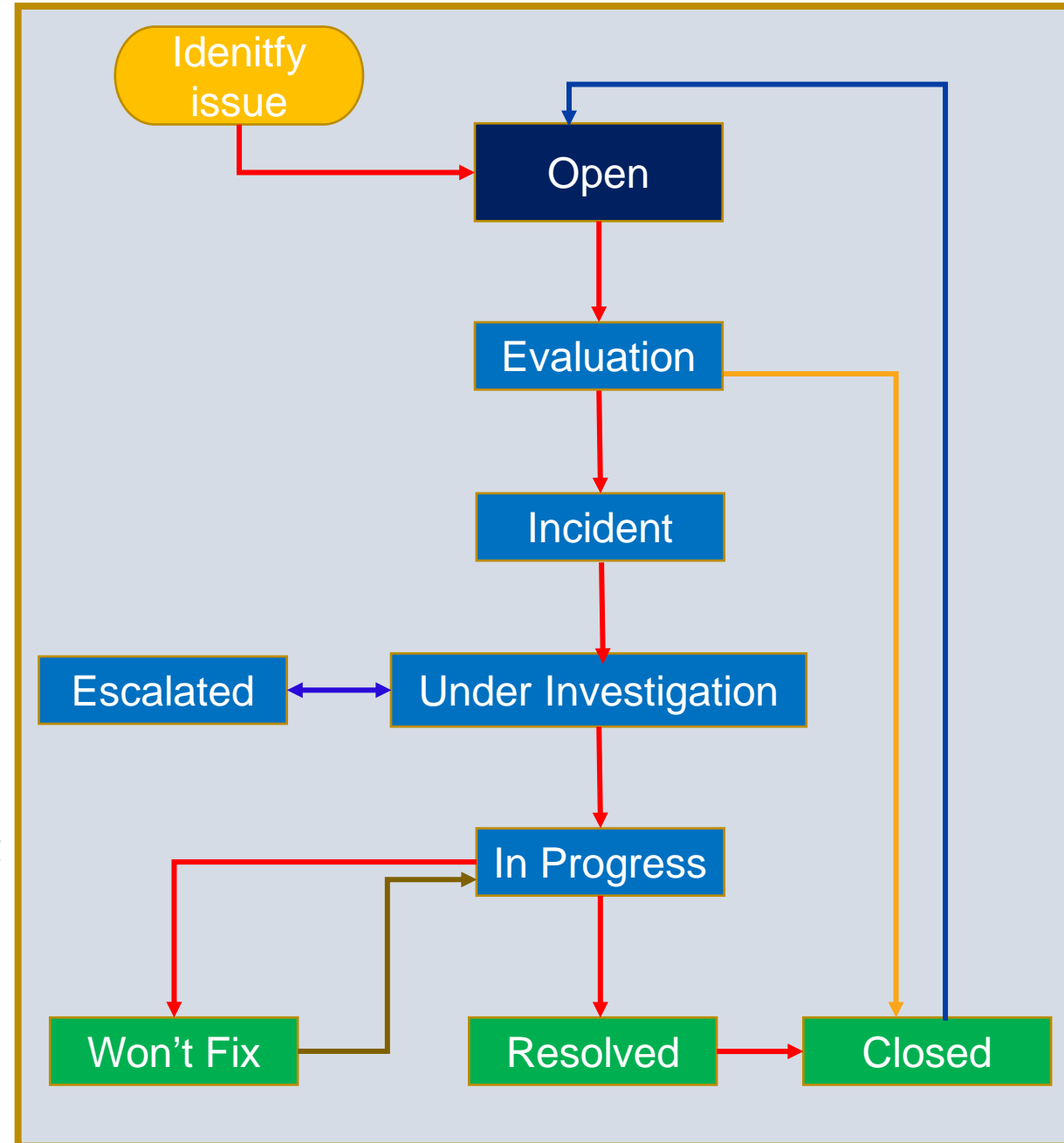
Ticket evolution in the IMS

```
A new ticket opened
        ↓
    Incident
        ↓
Under investigation
        ↓
  In progress  ←→  Wont'fix
        ↓
 Resolved/closed
```
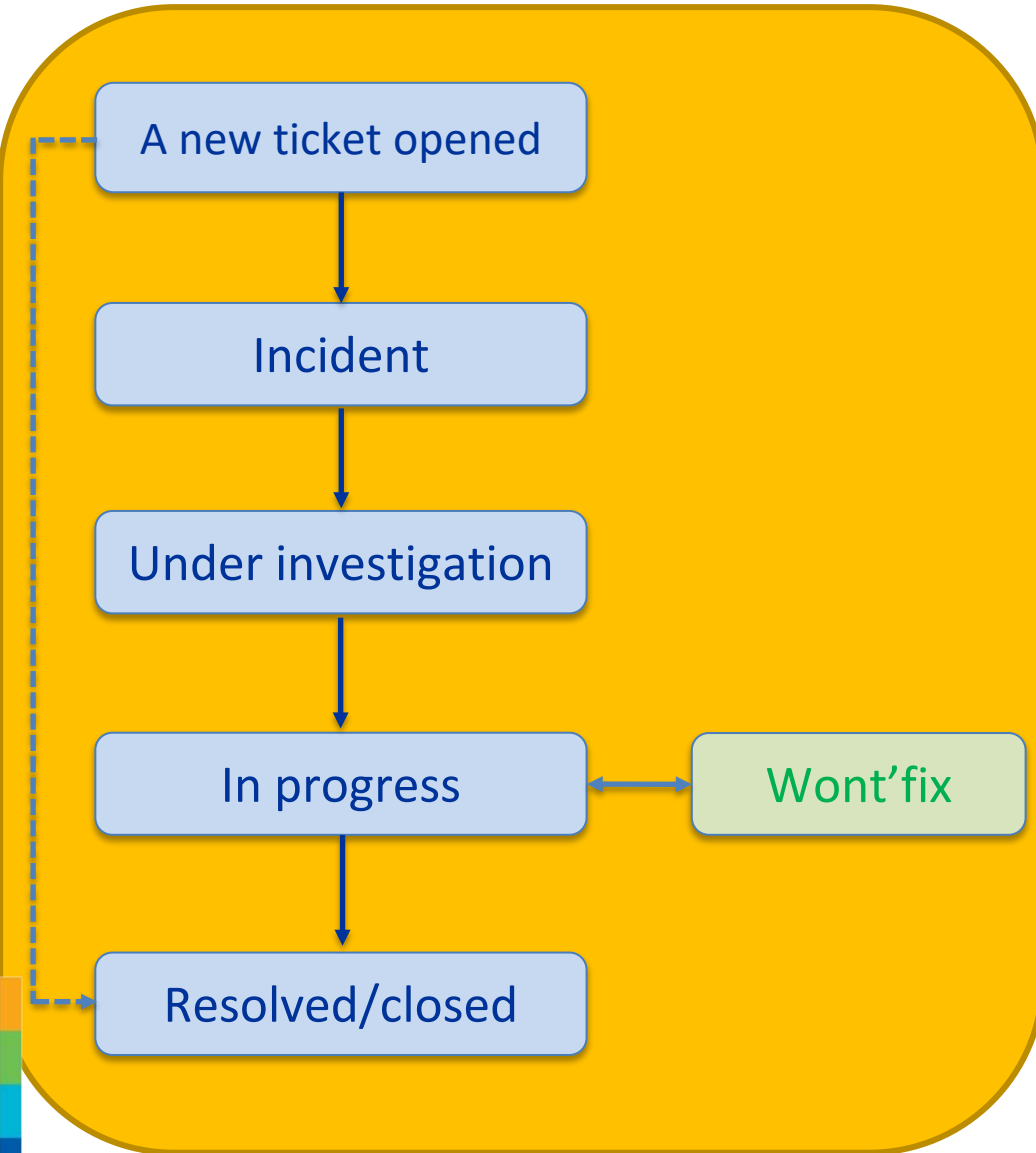
- **All users** can open a new ticket and RWC will evaluate the ticket

- **RWC** will update the ticket status into **"Incident "** and assign the ticket to relevant **WDQMS NFP** or close the ticket if the issue has been resolved or has disappeared

- When assigned a ticket, **WDQMS NFPs** must inform **RWC** that they are aware with the ticket by writing acknowledgement in the comment field, **RWC** will update the ticket status into **"under investigation"**

- **WDQMS NFP** should continuously provide information relevant to the ticket, including propose actions resolving the issue and **RWC** will update the ticket status into **"in progress"**

- **RWC** will update the ticket status into **"resolved"**, then **close the ticket** if the issue has been resolved

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Won't fix and escalated tickets

- **RWC** may put a ticket into the log of **"Won't fix"** if they found that an incident cannot be rectified because no (immediate) action can be taken.

- **RWC and/or WDQMS NFP** must regularly monitor the ticket put in **"Won't fix"** and whenever it is found that an action can be taken to rectify the incident, **RWC** will bring the ticket back to **"in progress".**

- If there is **no response from WDQMS NFP** in **IMS, RWCs** can **escalate the ticket to WMO Secretariat**, that will assist in contacting the Member concerned or bring the ticket to a higher level (e.g. PR).

- **RWCs** are encouraged to **contact WDQMS NFP** using other means of communication before escalating a ticket.

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Main Page of IMS

Main Page of IMS

Details of a ticket

Main Page of IMS

Main Page of IMS

Main Page of IMS

Thank you

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