

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

Santander, Spain, 20-22 November 2023

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

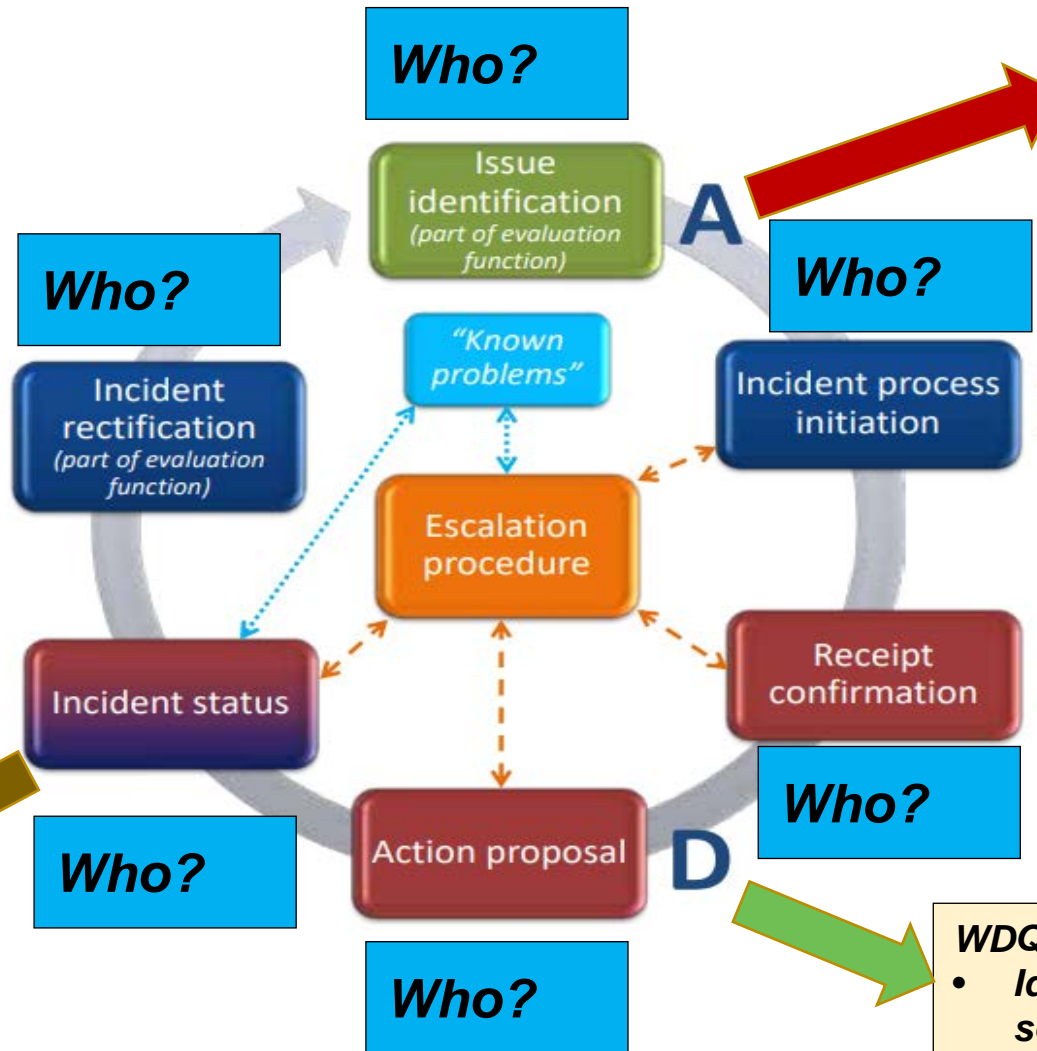
- **Incident Management System features and functions:**
 - *a web based tool*
 - *a ticket system that follows the performing the WDQMS incident management function*
 - *allows interaction between RWC, NFPs of Members and the WQMCs to address issues of availability and quality of observational data or metadata in OSCAR/Surface*
 - *used by registered users*
 - *identifying issues*
 - *creating issue and incident tickets with descriptions and additional information*
 - *classifying and prioritization of incidents*
 - *initiating the incident process*
 - *monitoring and updating ticket status*
 - *providing historical record of tickets*
 - *providing statistics of RWC operations*
 - *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

- 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)



- 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; 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

How to get account and login in IMS?

Step-1:

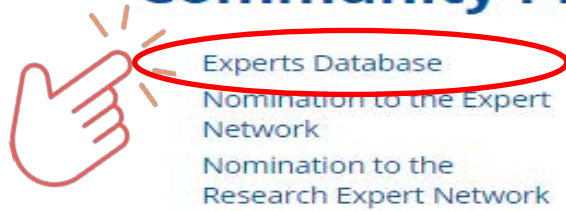
WDQMS NFP of the country has been nominated in the WMO community platform, <https://contacts.wmo.int/>.

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

Nomination of NFPs

Home > activity areas > community platform

Community Platform



<https://community.wmo.int/activity-areas/community-platform>



Guidance on nominations

The Platform is a set of web-based tools designed to bring greater efficiency to the way WMO works with its Members. Anyone can access the Platform. However, landing pages are different depending on a user's role. For example, once their account is activated, WMO Permanent Representatives, nominated experts and WMO staff all login to get special access to WMO and country information, mechanisms to update their data, as well as tools to communicate with WMO Staff and other Members and partners. WMO Permanent Representatives, and others they designate as "Agency Approvers", have advanced features to enable them to manage national or organizational content and to help them benchmark national capabilities according to WMO standards and other Members.

FREQUENTLY ASKED QUESTIONS	USER GUIDES	ONLINE TUTORIAL VIDEOS
Click to expand [+] 	Click to expand [+] 	Click to expand [+] 

Nomination of NFPs



<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](#)



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>

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

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):

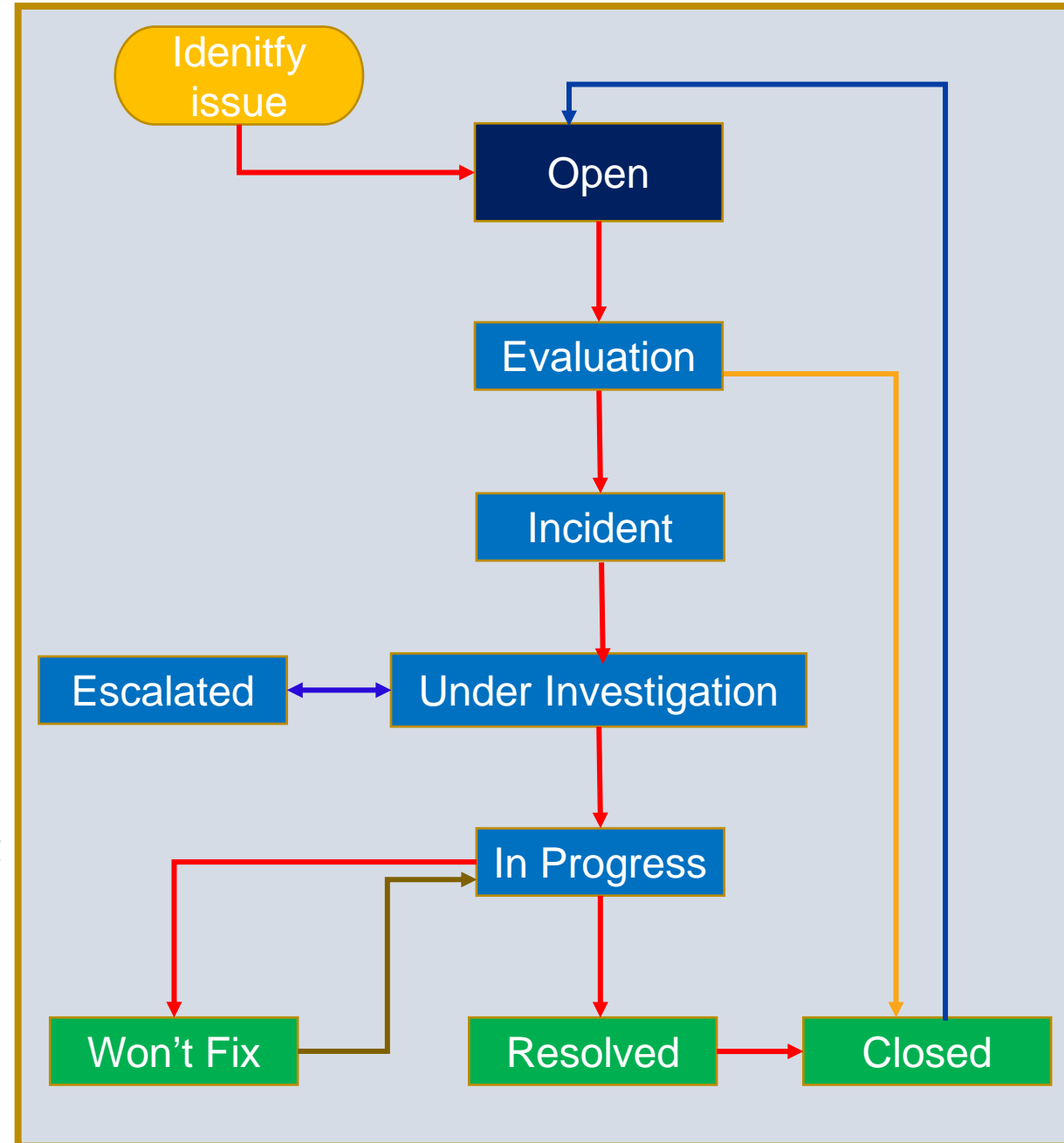
- can report issues or open tickets in the system,
- provide input to an ongoing tickets,
- in some cases, tickets can be assigned to them

➤ CBS Lead Centre (new, March 2022):

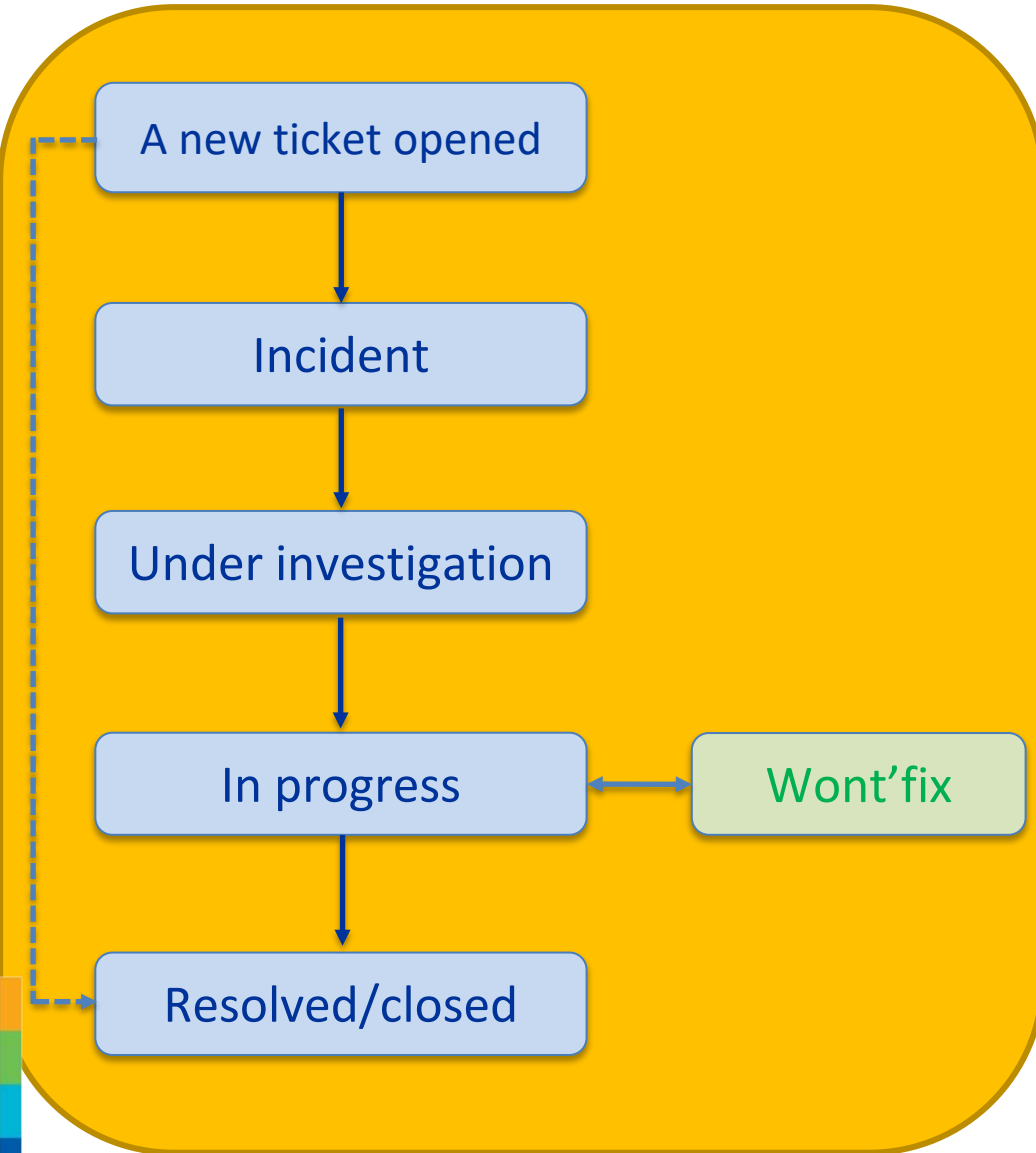
- CBS Lead Centre for GCOS (RA VI) is willing to collaborate with RWCs in identifying any data issues on the GCOS observation networks.
- The centre has been responsible for monitoring performance of GCOS networks (GSN and GUAN).
- Monitoring results of GCOS networks (GSN and GUAN) have been made available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



- **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

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.

Main Page of IMS

The screenshot displays the main interface of the Incident Management System (IMS) for RWC. The top navigation bar includes the ECMWF logo, a search bar, and various menu options like Dashboards, Projects, Issues, Capture, Boards, and a Create button. The main content area is divided into three sections:

- Left Panel (Filters):** A sidebar with 'Find filters' and 'FILTERS' sections. It lists 'My open issues', 'Reported by me', 'All issues' (highlighted), 'Open issues', 'Done issues', 'Viewed recently', 'Created recently', 'Resolved recently', and 'Updated recently'. Below these are 'FAVOURITE FILTERS' with a note: 'You don't have any favourite filters.'
- Center Panel (Issue Details):** Displays the selected issue '22112023-Netherlands-WILHELMINADORP AWS-Station Metadata' (RWC-783). It includes an 'Order by Created' dropdown, an 'Incident Management System for RWC / RWC-783' header, and a status of 'Under investigation'. The details section shows: Type: Issue, Priority: Medium, Component/s: RWC South Africa, WIGOS ID: 0-20000-0-06323. The description states: '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)'. There is an 'Attachments' section with a 'Drop files to attach, or browse.' prompt and an 'Activity' section showing a comment from Samantha Linnerts.
- Right Panel (Metadata):** Shows '1 of 846' items. It includes sections for 'People' (Assignee: Samantha Linnerts, Reporter: Samantha Linnerts, Votes: 0, Watchers: 1), 'Dates' (Created: 25 minutes ago, Updated: 12 minutes ago, Creation timestamp: 21/Nov/23 11:23 PM), 'Development' (Create branch), and 'Agile' (Find on a board).

A yellow callout box with the text 'List of tickets opened in IMS' points to the list of issues in the left panel.

Main Page of IMS

ECMWF Dashboards ▾ Projects ▾ Issues ▾ Capture ▾ Boards ▾ **Create** Search

>> **All issues** EDITED Save as ...

ORDER BY created DESC Search Basic

Incident Management System for RWC / RWC-767

24102023 Uruguay missing observations from ECMWF and JMA

Edit Add comment Assign More **In Progress**

Details

Type: Issue
Priority: Very High
Component/s: RWC Argentina
WIGOS ID: 0-20000-0-86xxx, 0-858-0-86xxx
WIGOS Issue Category: Surface availability

Description

Dear Cristina,

We notice that too many stations from Uruguay are not assimilated with their full schedule (24 obs/day) since october 3rd NCEP for example is using the data as usual and from our side don't find any problems with them.

This is the map from october 2nd

Variables* Monitoring Centre Date
Surface press ECMWF 2023-10-02

Map showing monitoring stations in Uruguay (Bella Vista, Santa Maria, Porto Alegre, Dour).

17 of 846

People

Assignee: Jeff Ator
Assign to me

Reporter: CRW Argentina
Votes: 0 Vote for this issue
Watchers: 3 Start watching this issue

Dates

Created: 24/Oct/23 1:47 PM
Updated: 24/Oct/23 6:02 PM
Creation timestamp: 24/Oct/23 1:47 PM

Development

Create branch

Agile

Find on a board

Main Page of IMS

ECMWF Dashboards Projects Issues Capture Boards Create

Search

All issues EDITED Save as ...

ORDER BY created DESC

Export Tools

Search Basic

17 of 846

Export

Incident Management System for RWC / RWC-767

24102023 Uruguay missing observations from ECMWF and JMA

Edit Add comment Assign More In Progress

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Assign to me

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Create branch

Agile

Find on a board

Reporter and assignee

Main Page of IMS

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Main Page of IMS

ECMWF Dashboards ▾ Projects ▾ Issues ▾ Capture ▾ Boards ▾ **Create** Search 🔍 Export ⚙️ Tools ⚙️

New search « **All issues** Save as

Find filters order by created DESC

Order by Created ▾

My open issues

Reported by me

All issues

Open issues

Done issues

Viewed recently

Created recently

Resolved recently

Updated recently

FAVOURITE FILTERS
You don't have any favourite filters.

RWC-783
22112023-Netherlands-WILHELMIN...

RWC-782
13112023 JAGUARUANA - Brasil - V...

RWC-781
13112023 NATAL (81839-0) - Brasil ...

RWC-780
13112023 Chile - Estaciones con m...

RWC-779
13112023 Chile - Estaciones en gris

RWC-778
13112023 Chile - Varias estaciones ...

RWC-777
Malaysian BUFR radiosonde winds

RWC-776
Indian BUFR radiosonde temperatu...

RWC-775
Indian BUFR radiosonde winds

RWC-774
test

RWC-773

1 2 3 4 5 >

Create Issue ⚙️ Configure Fields

All fields marked with an asterisk (*) are required

Project* Incident Management System...

Issue Type* Issue ⓘ

Summary*

Reporter* ebuyukbas@wmo.int
Type username of the reporter.

Assignee* Automatic
Assign to me

Component/s

Description

Style ▾ B I U A 🔍 🔗 U ☰ ☷ ☺ + ▾ ⤴

Create another **Create** Cancel

People

Assignee: Samantha Linnerts ⓘ
Assign to me

Reporter: Samantha Linnerts ⓘ

Votes: 0 Vote for this issue

Watchers: 1 Start watching this issue

Dates

Created: 25 minutes ago

Updated: 12 minutes ago

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Development

Create branch

Agile

Find on a board

Thank you



WORLD
METEOROLOGICAL
ORGANIZATION



wmo.int