

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

*Santander, Spain, 20-22 November 2023*

## Incident Management System (IMS) Practical Session



# Outline

Practical exercises on registering and follow-up on tickets with IMS

1. Identify an issue
2. Create a Ticket
3. Evaluate the issue
4. Manage the incident
5. Interact with the assignee
6. Close the ticket

# Workflow steps of the Incident Management Procedure

Step-1: Identify an issue

Anyone (RWC, NFPs, any other person/entity)

Step-2: Create a ticket

RWC, NFPs, relevant centres (WIGOS and GCOS monitoring centres)

Step-3: Evaluate the issue

RWC

Step-4: Initiate incident management process

RWC

Step-5: Select assignee to the ticket

RWC

Step-6: Follow the process

RWC and NFPs

# Step-1: Identify an issue (Metadata/Canada)

- in principle from OSCAR/Surface and/or from WDQMS Webtool, but could be based on other systems/tools
- brief description of the issue
- ...

Show screenshots or go live with the tools

## 2. Surface data availability issue (Black dots)

MADRID/C. UNIVERSITARIA (Spain)

Last updated: 2016-04-28

in WMO Region VI - Europe

### Station characteristics

Station class(es):	Surface land meteorological station (SYNOP)
Declared reporting status:	Operational
Assessed reporting status:	Partly operational
Station type:	Land (fixed)
WIGOS Station Identifier(s):	0-20000-0-08220 (Primary)
Coordinates:	40.451666667°N, 3.724166667°W, 664m
Supervising organization:	Agencia Estatal de Meteorología (National Meteorological Agency of Spain)
Site description:	The station was originally registered based on WMO Pub 9 Vol A information containing these observation remarks: SOLRA;SUNDUR (see code table A for explanations). These remarks imply the following additional observations that could not be registered automatically: Solar radiation measurements.



### Programs / network affiliations

Note: OSCAR/Surface regularly receives from external systems the assessed status of certain programs. The validity of received assessment is shown in the expanded view. If a new assessment is not available after a certain time OSCAR/Surface shows the status "unknown". For programs that are not assessed OSCAR/Surface displays the status "unknown".

Program / network affiliation	Program specific ID	Affiliation status	Declared status	Assessed status
GOS General		Approved	Operational	Partly operational (2023-10-31)

### Data generations

From 2016-04-29

#### Reporting

Intended for international exchange:	Yes
Month:	January - December
Day:	Monday - Sunday
Time (UTC):	00:00 - 23:59
Diurnal base time:	00:00
Reporting interval:	1 h (hour)
Measurement unit:	(unknown) (unknown)

### Availability of surface land observations (global NWP)

Station: MADRID/C. UNIVERSITARIA - WIGOS-ID: 0-20000-0-08220

Daily availability - Pressure - all centers

As a conclusion:

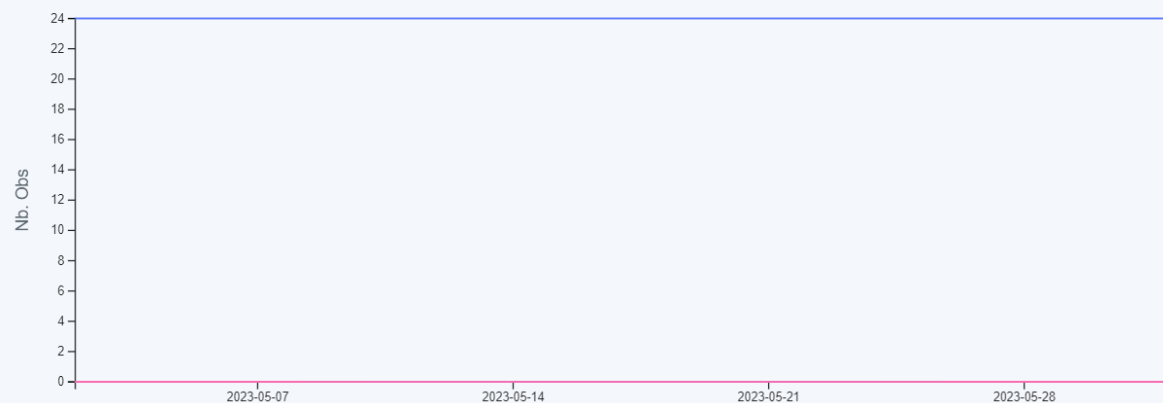
Missing data for a long period  
There is No issue within Metadata

15/11/2023

Expected:	24
ECMWF:	0
JMA:	0
NCEP:	0

Station: MADRID/C. UNIVERSITARIA - WIGOS-ID: 0-20000-0-08220

Daily availability - Pressure - all centers



- OSCAR schedule issue ⓘ
- No match in OSCAR/Surface ⓘ

## 2. Upper-Air data availability issue (Black dots)

> Atmospheric pressure - [Geometry: Point]

▼ Atmospheric pressure profile - [Geometry: Vertical profile]

Ava

Variable: Atmospheric pressure profile

TOULOUSE RW (France)

Last updated: 2018-07-19 by AUBAGNAC Jean-Pierre

Geometry:

Programs:

Last updated:

▼ Deplo

▼ Fr

N

>

D

▼

### OGIMET

[Versión española](#)

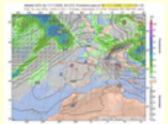
### METEOSAT

[Latest meteosat / metar](#)

[Meteosat-9/metar](#)

[Meteosat-9 VIS-IR loop](#)

### WEATHER MODEL FORECAST



[GFS world weather maps](#)

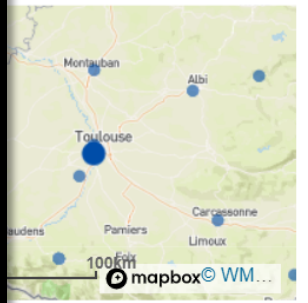
### Query made at 11/17/2023 16:23:17 UTC

Time interval: from 10/16/2023 23:30 to 11/15/2023 00:30 UTC

07618, Toulouse Rw (France)  
ICAO index: -----. Latitude 43-34-36N. Longitude 001-22-27E. Altitude 158 m.

There are no SYNOPS from 07618 during solicited interval in the database. Check the solicited index or interval.

Note that a WMO index is a five digit index. You can find out if a common name city/place has an observatory with WMO index [here](#)



### Reporting

Measurement unit: (unknown) (unknown)

WIGOS Station Identifier(s):

WIGOS Station Identifier

Primary

0-20000-0-07618

▼ Atmosphere > Temperature

> Air temperature (at specified distance from reference surface) - [Geometry: Point]

▼ Temperature profile - [Geometry: Vertical profile]

Variable: Temperature profile

Geometry: Vertical profile

Programs / network affiliations: GOS General

Last updated: On 2016-05-31

▼ Deployments

▼ From unspecified

Near Real Time: No

> Instrument characteristics

Data Generation

▼ From: unspecified

### Reporting

Measurement unit: (unknown) (unknown)

As a conclusion:

An issue to be considered: Missing data for a long period

Station URL:

Other link (URL):

Site description:

Climate zone:

Predominant surface cover:

Surface roughness:

Topography or bathymetry:

Population in 10km / 50km (in thousands):

Station / platform event logbook:

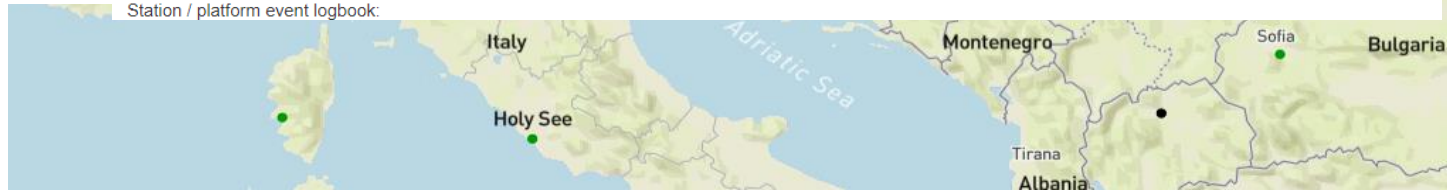
VI - Europe

> France

> 43.57694444444°N, 1.37444444444°E, 158m

> Météo France

> The station was originally registered based on WMO Pub 9 Vol A information containing these observation remarks: IRREGULAR (see code table A for explanations). These remarks imply the following additional observations that could not be registered automatically: none.

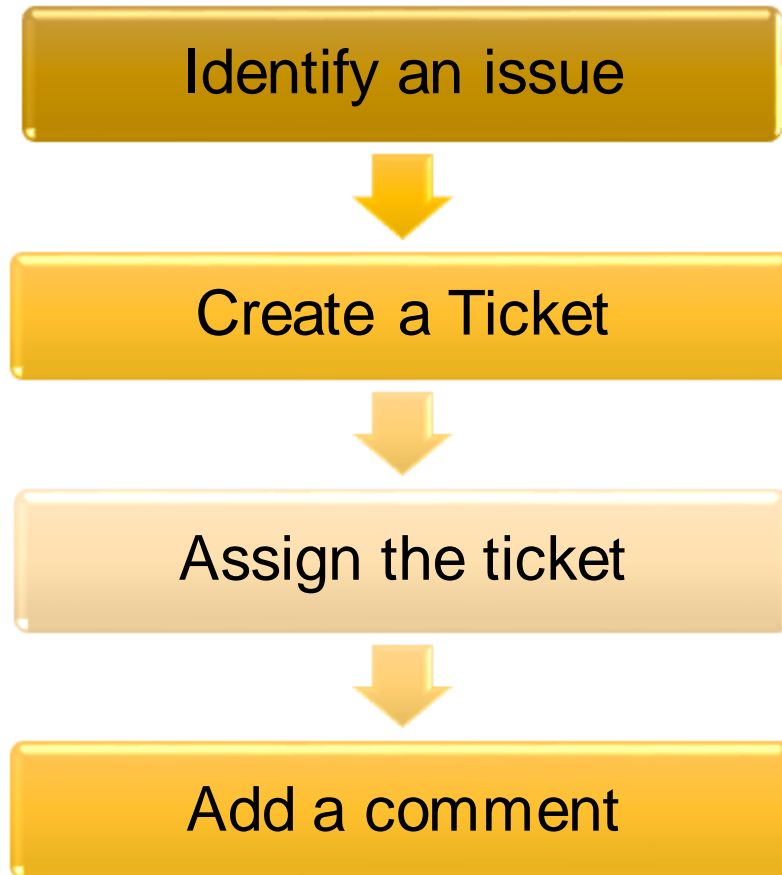


Receiv

- Mor
- No
- Cor
- Ava
- Not
- No

# END of Step-1: Identify an issue – **what's next?**

## Step-2: Create a ticket (RWCs, NFPs or monitoring centres)



- Date: 16/11/2023
- Station: Madrid Universitaria
- Country: Spain
- WIGOS ID: 0-20000-0-08220
- Associated RWC: RWC EUMETNET
- NFP : xxx
- Summary: Missing data for a long periode
- Issue: availability/quality/timeliness  
Surface/upper-air
- Priority Level: doc 1224
- Description:xxx
- Attachements: (optional)



# Priority Level

## ANNEX 2. PRIORITY LEVELS OF ISSUES

### 1. Surface land stations

The issues described in Table 1 shall be identified in most daily monitoring reports of the different WMO Integrated Global Observing System (WIGOS) Monitoring Centres, not in the daily monitoring reports of one particular WIGOS Monitoring Centre only.

Table 1. Issues with surface land stations

Category	Description	Level of priority
Data availability (issues/incidents might be identified in Traditional Alphanumeric Code (TAC) and/or Binary Universal Form for the Representation of meteorological data (BUFR) data)	One station showed data outages occasionally	Low
	Several/all stations of one National Meteorological and Hydrological Service (NMHS)/country showed data outages occasionally since 5 d ago	Medium
	One station did not provide any data since 5 d ago	High
	Several/all stations of one NMHS/country did not provide any data since 5 d ago	Very high
Timeliness (SYNOP data should be available for users within 50 min after the nominal observation time)	Data of one station seemed to arrive delayed (later than 100 min) occasionally since 5 d ago	Low
	Data of several/all stations of one NMHS/country seemed to arrive delayed (later than 100 min) occasionally since 5 d ago	Medium
	All data of one station seemed to arrive delayed (later than 100 min) since 5 d ago	High
	All data of several/all stations of one NMHS/country seemed to arrive delayed (later than 100 min) since 5 d ago	Very high

shall be identified in most daily monitoring reports of the different WMO Integrated Global Observing System (WIGOS) Monitoring Centres, not in the daily monitoring reports of one particular WIGOS Monitoring Centre only.

Issues with upper-air (radiosonde) and stations

Description	Level of priority
One station showed data outages occasionally in the last 5 d	Low
Several/all stations of one NMHS/country showed data outages occasionally in the last 5 d	Medium
One station did not provide any data since 5 d ago	High
All stations of one NMHS/country did not provide any data since 5 d ago	Very high
The entire sounding of one station seemed to arrive (later than 100 min) occasionally in the last 5 d	Low
The entire soundings of several/all stations of one NMHS/country seemed to arrive delayed (later than 100 min) occasionally in the last 5 d	Medium
The entire sounding of one station seemed to arrive (later than 100 min) in the last 5 d	High
The entire soundings of several/all stations of one NMHS/country seemed to arrive delayed (later than 100 min) in the last 5 d	Very high
Averages of quantitative measures of performance statistics (based on O-B results from NWP) of one station did not exceed the target occasionally since 5 d ago (regarding bias [trueness], standard deviation [precision] or number of gross errors)	Low
Averages of quantitative measures of performance statistics (based on NWP O-B results) of several/all stations of one NMHS/country exceeded the target occasionally since 5 d ago (regarding bias [trueness], standard deviation [precision] or number of gross errors)	Medium
Averages of quantitative measures of performance statistics (based on NWP O-B results) of one station did not exceed the target since 5 d ago (regarding bias [trueness], standard deviation [precision] or number of gross errors)	High
Averages of quantitative measures of performance statistics (based on NWP O-B results) of several/all stations of one NMHS/country exceeded the target since 5 d ago (regarding bias [trueness], standard deviation [precision] or number of gross errors)	Very high
One station showed suspicious values in the soundings occasionally in the last 5 d	Low
Several/all stations of one NMHS/country showed suspicious soundings occasionally in the last 5 d	Medium
One station showed suspicious values in soundings since 5 d ago	High
All data of several/all stations of one NMHS/country showed suspicious values in soundings since 5 d ago	Very high

temperatures or snow during the summer)

Several days (in the last 5 d)

All data of several/all stations of one NMHS/country showed suspicious values in reports over several days (in the last 5 d)

Very high

summer)

All data of several/all stations of one NMHS/country showed suspicious values in soundings since 5 d ago

Very high





# Create a Ticket

ECMWF Dashboards Projects Issues Capture

Incident Management S... All issues Switch filter

## Create Issue

All fields marked with an asterisk (\*) are required

Project\* Incident Management Syste...  
Issue Type\* Issue  
Assignee rabia.merrouchi@gmail.com  
Priority High  
Reporter\* Rabia Merrouchi

Summary\* 16112023-Spain-Madrid\_Universitaria-0-20

Attachment Drop files to attach

- madrid\_univ-2.png
- madrid\_univ-1.png

WIGOS ID\* 0-20000-0-08220  
An Incident number assigned by the WMO for any RWC issue

WIGOS Issue Category Surface availability  
The type of the Incident

Component/s RWC RA IV-A (TEST)  
Start typing to get a list of possible matches or press down to select.

Description

Dear NFP  
The surface land station of Madrid\_Universitaria (0-20000-0-08220) is not reporting for a long period. the issue could be raised to an incident.  
please acknowledge receipt of this ticket  
best regards

Visual Text

Linked Issues blocks

Issue  
Begin typing to search for issues to link. If you leave it blank, no link will be made.

Create another **Create** Cancel

# Create a Ticket



## Incident Management ...

Incidentes ▾

Backlog

Active sprints

Releases

Reports

Issues

Components

### PROJECT SHORTCUTS

Tickets del Centro Regional Wigos ...

+ Add link

Project settings



Incident Management System for RWC / RWC-705

16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

Edit

Add comment

Assign

More ▾

Open ▾



Export ▾

### Details

Type: Issue  
Priority: High  
Component/s: RWC RA IV-A (TEST)  
WIGOS ID: 0-20000-0-08220  
WIGOS Issue Category: Surface availability

### Description

Dear NFP  
The surface land station of Madrid\_Universitaria (0-20000-0-08220) is not reporting for a long period. the issue could be raised to an incident.  
please acknowledge receipt of this ticket  
best regards

### People

Assignee:



rabia.merrouchi@gmail.com



Assign to me

Reporter:



Rabia Merrouchi

Votes:

0

Watchers:

1 Stop watching this issue

### Dates

Created:

12 minutes ago

# Assign the ticket

**Incident Management ...**

- Incidentes ▾
- Backlog
- Active sprints
- Releases
- Reports
- Issues**
- Components

PROJECT SHORTCUTS

- Tickets del Centro Regional Wigos ...
- + Add link

Project settings ⚙️

<https://ims-test.wmo.int/browse/RWC>

Incident Management System for RWC / RWC-705  
**16112023-Spain-Madrid Universitaria-0-20000-0-08220-Station**

no Assign: RWC-705

**Edit**

**Details**

Type:  
Priority:  
Component:

WIGOS ID:  
WIGOS Iss:

**Description**

Dear NFP  
The surfac  
long perio  
please ack  
best regar

Assignee: Jose - Test Rezende ▾

[Assign to me](#)

**Comment**

Style ▾ **B** *I* U A ▾ A ▾ ▾ ▾ ▾ + ▾ ⌵

Dear Jose  
please acknowledge receipt of this ticket.  
Could you proceed to a more in-depth analysis and give us feedback as soon as possible.  
best regards

**Visual** **Text** Viewable by All Users

Shortcut tip: Pressing **a** also opens this dialog box

**Assign** Cancel

# Assign the ticket

Rechercher dans les messages

1 sur 29306

IMS Updates for RWC-705: 16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

Rabia Merrouchi (Jira) <no-reply-to@wmo.int> 16:54 (il y a 21 minutes)

À moi

This issue has been **CREATED**  
This issue is now **assigned to you.**

Incident Management System for RWC / RWC-705 OPEN

16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

[View issue](#) [Add comment](#)

**Actions**

1. show the ticket
2. Add a comment

Issue created

Rabia Merrouchi created this issue on 18/Nov/23 3:43 PM

Summary: 16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

Issue Type: <https://ims-test.wmo.int/secure/viewavatar?size=xsmall&avatarId=12230&avatarType=issuetype> Issue

Assignee: [rabia.merrouchi@gmail.com](mailto:rabia.merrouchi@gmail.com)

Attachments: madrid univ-1.png, madrid univ-2.png

# Evaluate the ticket



## Incident Management ...

Incidentes ▾

Backlog

Active sprints

Releases

Reports

Issues

Components

PROJECT SHORTCUTS

Tickets del Centro Regional Wigos ...

+ Add link

Project settings

## All issues [Switch filter ▾](#)

[View all issues and filters](#)

Order by Created ▾ ↓

RWC-705  
16112023-Spain-Madrid\_Universitari...

RWC-704  
31102023 Testin Adj - Argentina

RWC-700  
test by admin1

RWC-699  
test

RWC-698  
23102023 Tandil - Argentina Mas ob...

RWC-697

+ Create issue



### 16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period



Add comment

Assign

More ▾

**Incident ▾**



Export ▾

#### Details

Type:  Issue  
Priority: 🔥 High  
Component/s: RWC RA IV-A (TEST)  
WIGOS ID: 0-20000-0-08220  
WIGOS Issue Category: Surface availability

#### People

Assignee:  
 rabia.merrouchi@gmail.com  
[Assign to me](#)

Reporter:

Rabia Merrouchi [i](#)

Votes:

0

#### Description

Dear NFP  
The surface land station of Madrid Universitaria (0-20000-0-08220) is



# Add comment: Acknowledge receipt of a Ticket (Assignee, NFP)

The screenshot shows a Gmail interface with a sidebar on the left containing navigation options like 'Nouveau message', 'Boîte de réception', and 'Messages suivis'. The main content area displays an email from 'Rabia Merrouchi (Jira)'. The email body contains a Jira ticket link for '16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period' and a comment from the assignee: 'Dear RWC I acknowledge receipt of the ticket. On depth analysis is undergoing I will come back to you soon best regards'.

Rechercher dans les messages

Nouveau message

Boîte de réception 28

Messages suivis

En attente

Important

Tous les chats

Messages envoyés

Brouillons 2

Catégories

Réseaux sociaux 56

Notifications 8

Forums

Promotions 119

Plus

Libellés

OMM

Plus

1 sur 29306

Rabia Merrouchi (Jira) <no-reply-to@wmo.int>

À moi

19:04 (il y a 6 minutes)

There is **1 comment**.

Incident Management System for RWC / RWC-705 **OPEN**

**16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period**

[View issue](#) · [Add comment](#)

**1 comment**

**Rabia Merrouchi** on 18/Nov/23 5:53 PM

Dear RWC  
I acknowledge receipt of the ticket. On depth analysis is undergoing  
I will come back to you soon  
best regards

Google Chrome



# Manage the incident



## Incident Management ...

Incidentes ▾

Backlog

Active sprints

Releases

Reports

Issues

Components

### PROJECT SHORTCUTS

Tickets del Centro Regional Wigos ...

+ Add link

Project settings

## All issues Switch filter ▾

[View all issues and filters](#)

Order by Created ▾

RWC-705  
16112023-Spain-Madrid\_Universitari...

RWC-704  
31102023 Testin Adj - Argentina

RWC-700  
test by admin1

RWC-699  
test

RWC-698  
23102023 Tandil - Argentina Mas ob...

RWC-697

+ Create issue



### 16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

Edit Add comment Assign More ▾ In Progress ▾ Export ▾

Resolve → RESOLVED

Won't fix → WON'T FIX

Based on actions conducted, the issue has been solved

The issue will not be resolved in the short term

Rabia merrouchi

Votes:

0

## Manage the incident

The ASSIGNEE is notified by email in case of any update on the ticket



Rabia Merrouchi (Jira) <no-reply-to@wmo.int>

À moi ▾

19:59 (il y a 33 minutes)



There is **1 update**.

Incident Management System for RWC /

RWC-705

IN PROGRESS

16112023-Spain-Madrid\_Universitaria-0-20000-0-08220-Station not reporting for a long period

[View issue](#) · [Add comment](#)

1 update



Changes by **Rabia Merrouchi** on 18/Nov/23 6:48 PM

Status: ~~Under investigation~~ In Progress



# Manage the incident

- Incident Management S...
- Incidentes ▾
- Backlog
- Active sprints
- Releases
- Reports
- Issues
- Components
- Test sessions

Incident Management System for RWC / RWC-737

## 18092023-USA-LITTLE ROCK/ADAM-Surface data not reported for a long period

- Edit
- Add comment
- Assign
- More ▾
- Reopen

The ticket could be re-opened if the issue appears again

Export ▾

### Details

Type: Issue  
Priority: High  
Component/s: RWC Casablanca, Morocco  
WIGOS ID: 0-20000-0-72340  
WIGOS Issue Category: Surface availability

Status: CLOSED

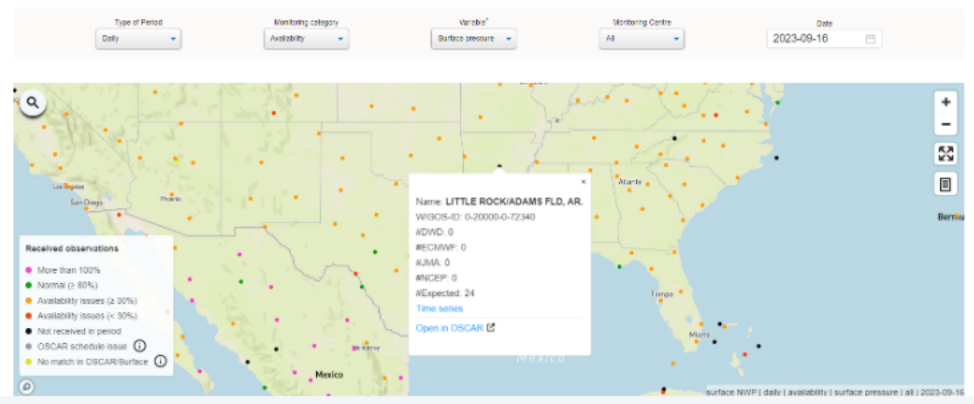
### People

Assignee: rabia.merrouchi@gmail.com  
Assign to me  
Reporter: RWC Casablanca  
Votes: 0  
Watchers: 1 Stop watching this issue

### Description

The Little rock/Adam station is not reporting surface observations for a long period but the station is disseminating upper-air messages normally as shown in the attachments.

Availability of surface land observations (global NWP)



### Dates

Created: 39 minutes ago  
Updated: Just now  
Creation timestamp: 17/Sep/23 5:47 PM

### Development

Create branch

### Agile

View on Board

# Examples of real Tickets

# A single ticket could be opened for several stations within a country if they have a common issue

### Incident Management System for RWC / RWC-141

Backlog 348 issues - [icon]

QUICK FILTERS: Only My Issues Recently Updated

Create sprint [icon]

RWC-126	30062021-Botswana-Multiple stations-2m Temperature metadata	[O]
RWC-127	30062021-Zambia-Lusaka City Airport-2m Temperature metadata	[C]
RWC-128	30062021-Zambia-Lusaka City Airport-10m Wind metadata	[C]
RWC-129	30062021-Botswana-Multiple stations-10m Wind metadata	[O]
RWC-130	30062021-Namibia-Multiple stations-10m Wind metadata	[Avatar]
RWC-131	30062021-Botswana-Multiple stations-2m Relative humidity metadata	[O]
RWC-133	01072021-COMOROS-MULTIPLE STATIONS-STATION METADATA	[Avatar]
RWC-141	14072021-Eswatini-All stations-Surface availability	[B]
RWC-143	14072021-Lesotho-All stations-Surface availability	[K]
RWC-144	20072021-PERU- JUANJUI-84474	[J]
RWC-145	20072021-PERU- TACNA (84782)	[L]
RWC-146	15072021-India-Stations-Data Availability	[K]
RWC-161	20072021-BRASIL - EUCLIDES DA CUNHA- 86613	[Avatar]
RWC-173	24072021-Saudi Arabia-Stations-Surface Availability	[R]
RWC-175	05082021-Kazakhstan-BARSHINO-Surface obs availability	[K]
RWC-176	11082021-Tanzania-Kigoma Station-Data quality issue of surface pressure	[C]
RWC-177	11082021-Angola-Multiple stations-Surface availability/Silent stations	[J]
RWC-178	11082021-Botswana-Multiple stations-Surface availability/Silent stations	[O]
RWC-179	11082021-Lesotho-Multiple stations-Surface availability/Silent stations	[K]
RWC-180	11082021-Madagascar-Multiple stations-Surface availability/Silent stations	[Avatar]
RWC-181	11082021-Mozambique-Multiple stations-Surface availability/Silent stations	[F]
RWC-183	13082021-Namibia-Multiple stations-Surface availability/Silent stations	[Avatar]

### 14072021-Eswatini-All stations-Surface availability

**Details**

Status: **UNDER INVESTIGATION** Reporter: Samantha Linnerts

Priority: **Very High** Assignee: Bongumenzi Themba

Component/s: RWC South Africa

Fix Version/s: None

Epic Link: None

**Dates**

Created: 14/Jul/21 1:53 PM

Updated: 23/Feb/22 12:01 PM

**Description**

The following stations have not provided any data since 11 June 2021.

BIG BEND	0-20000-0-68399 primary
HLATHIKHULU	0-20000-0-68395 primary
LAVUMISA	0-20000-0-68393 primary
LOMAHASHA	0-20000-0-68298 primary
LUBOVANE	0-20000-0-68394 primary
MANZINI/MATSAPA AIRPORT	0-20000-0-68396 primary
MAYIWANE	0-20000-0-68390 primary
MBABANE	0-20000-0-68391 primary
NHLANGANO	0-20000-0-68392 primary
PIGGS PEAK	0-20000-0-68299 primary
SITEKI	0-20000-0-68398 primary

**Comments**

Bongumenzi Themba added a comment - 14/Jul/21 2:44 PM

Issue noted.

On Wed, Jul 14, 2021 at 1:06 PM Samantha Linnerts (Jira) <jira@ecmwf.int>

Best Regards  
Bongumenzi Themba

# A single ticket could be opened for several stations within a country if they have a common issue

The screenshot displays the Jira Incident Management System interface. At the top, there is a navigation bar with the ECMWF logo and various menu items like Dashboards, Projects, Issues, Capture, Boards, and Create. A search bar is also present. The main area is divided into two sections: a Backlog on the left and a detailed view of a specific ticket on the right.

**Backlog:** The backlog shows 348 issues. The selected issue is RWC-141, titled "14072021-Eswatini-All stations-Surface availability". Other issues in the backlog include RWC-126 (Botswana-Multiple stations-2m Temperature metadata), RWC-127 (Zambia-Lusaka City Airport-2m Temperature metadata), RWC-128 (Zambia-Lusaka City Airport-10m Wind metadata), RWC-129 (Botswana-Multiple stations-10m Wind metadata), RWC-130 (Namibia-Multiple stations-10m Wind metadata), RWC-131 (Botswana-Multiple stations-2m Relative humidity metadata), RWC-133 (COMOROS-MULTIPLE STATIONS-STATION METADATA), RWC-143 (Lesotho-All stations-Surface availability), RWC-144 (PERU- JUANJUI-84474), RWC-145 (PERU- TACNA (84782)), RWC-146 (India-Stations-Data Availability), RWC-161 (BRASIL - EUCLIDES DA CUNHA- 86613), RWC-173 (Saudi Arabia-Stations-Surface Availability), RWC-175 (Kazakhstan-BARSHINO-Surface obs availability), RWC-176 (Tanzania-Kigoma Station-Data quality issue of surface pressure), RWC-177 (Angola-Multiple stations-Surface availability/Silent stations), RWC-178 (Botswana-Multiple stations-Surface availability/Silent stations), RWC-179 (Lesotho-Multiple stations-Surface availability/Silent stations), RWC-180 (Madagascar-Multiple stations-Surface availability/Silent stations), RWC-181 (Mozambique-Multiple stations-Surface availability/Silent stations), and RWC-183 (Namibia-Multiple stations-Surface availability/Silent stations).

**Ticket Details:** The ticket is titled "14072021-Eswatini-All stations-Surface availability". It has several comments:

- Comment 1:** "Issue noted." (highlighted in green) with the text "Acknowledgment of receipt of the ticket" overlaid in red. It was added on Wed, Jul 14, 2021 at 1:06 PM by Samantha Linnerts (Jira) <jira@ecmwf.int>.
- Comment 2:** "Good day, We are still in the process of registration some of the stations. Also note that we are currently experiencing problems with sending data to the GTS. SAWS is currently assisting us on this regard." (highlighted in yellow). It was added on Thu, Jul 15, 2021 at 1:20 PM by Themba Bongumenzi <menzifamps@gmail.com>.
- Comment 3:** "Good day The GTS is now up and running and some of the stations are currently down and we are working on it." (highlighted in yellow). It was added on Tue, Jul 20, 2021 at 7:59 AM by Themba Bongumenzi <menzifamps@gmail.com>.





## 30062021-Zambia-Lusaka City Airport-Surface Pressure metadata

- Modifier
- Ajouter un commentaire
- Attribuer
- Plus
- Action Proposed
- Escalate

Exporter

### Informations

Type: Issue État: **UNDER INVESTIGATI...**  
Priorité: Medium  
Composants: RWC South Africa  
WIGOS ID: 0-20000-0-67666

### Description

The **LUSAKA CITY AIRPORT (WIGOS-ID: 0-20000-0-67666)** provides surface pressure data but the expected number of observations is 0 (#Expected=0)  
Please update the OSCAR/Surface schedule

### Pièces jointes

Glissez-déposez des fichiers pour les joindre, ou [parcourir](#).

### Activité

Toutes Commentaires Journal de travail Historique Activité

- Samantha Linnerts a ajouté un commentaire - 07/févr./22 2:18 PM  
Kindly acknowledge the ticket using the email correspondence or JIRA-IMS  
Thank you  
Modifier · Supprimer
- Chris Mutau a ajouté un commentaire - 08/févr./22 7:26 AM  
all incidences will be attended by OSCAR FP soon  
Modifier · Supprimer

### Personnes

Responsable: Chris Mutau  
[Me l'affecter](#)  
Rapporteur: Samantha Linnerts  
Votes: 0 [Voter pour ce ticket](#)  
Gérer les observateurs: 2 [Démarre l'observation de ce ticket](#)

### Dates

Création: 30/juin/21 2:17 PM  
Mise à jour: 23/févr./22 12:08 PM  
Creation timestamp: 30/juin/21 2:17 PM



### Développement

[Créer une branche](#)

#### DÉMARRER LE DÉVELOPPEMENT



Créez une branche pour ce ticket dans votre espace de stockage source.  
[En savoir plus sur les stratégies de création de branches.](#)

Fermer

# Practical Exercise:

## Small group: RWC and NFPs of its AoR

**Select one issue identified in the previous exercise related to WDAQMS**

- Create a ticket
- Assign the ticket to a NFP
- Evaluate the ticket
- Add a comment
- Acknowledge receipt
- Manage the ticket
- Provide feed back on actions conducted
- Change the status of the ticket

**Thank you**  
**Gracias**  
**Merci**



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