Support-MiniTOP-StAugustin-2010-08-21

Attendees:
 Joost Steijlen
 Wolfgang Kasulke
 Dominik George (starting as SE end of August)
 Ulrich Schroeter (initiated the MiniTOP after discussions with Ian)

At FrOSCon St.Augustin, 2010-08-21
https://wiki.cacert.org/events/FrOSCon2010
we held a Support MiniTOP at lunchtime.

Ulrich asked around "when you've looked into
the Support queue the last time?"

Joost "2-3 days ago"

Wolfgang is working on his private backlog after a break.

It was mentioned, that Michael also was not very active
the last time (Michael is currently on vacation).

Joost: there are currently only 2-3 cases with state "open"
 most last linked to Michael.
 One case blocks Joost from continue ... x1)
 One Super-Assurer oldtimer made an Assurance and
 asked Support to add this Assurance to his account, as
 he can no longer add the Assurance, as he has not passed
 the Assurer challenge and he has no time to go thru the
 Assurer challenge. x2)

Uli: from my experience on the disputes queue, I still see
    cases pending ... also if nobody picked these case up.
    Probably it relates to the timeout that is set on cases
    if nobody picks them up.
(some discussion on this topic)

Solutions ?
Wolfgang: private busy, will return next little by little
        there are many short cases

Uli: Does prioritize helps ?
Joost, Wolfgang: prioritize isn't needed
Dominik: has queue permissions
        Webconsole access needs to be added

Uli: How long is the current queue ?
Joost: approx 40
    we need recruitment x3)

Uli: before Assurance-MiniTOP-20090517,

https://svn.cacert.org/CAcert/Assurance/Minutes/20090517MiniTOP.html
Dirk, Sebastian and me - we had some discussion about Support on the
travel from Frankfurt to Munic.
The conclusion was:
CAcert needs a Support with 1st level and 2nd level Support
Support team needs to be build up to 10 people

Today we have the 2 levels: Triage and Support Engineers
But we have currently only 5 SE's
 Michael, Werner, Joost, Wolfgang and probably upcoming Dominik
If one is on vacation, one is sick and 2 are busy and one is
on training, we have no SE left doing Support ....

1. So one plan is starting with recruitment asap x3)
2. Wolfgang and Joost checking the queue and pickup
   cases little by little

x1) Joost gets mental blocked by one case.
   As Wolfgang wasn't available, Michael started vacation tour,
   Joost gots frustrated.
   After the meeting I've talked with Wolfgang presenting him
   an example: Arbitration had a break from March till June.
   After Ted started picking up one case, other Arbitrators
   followed. So triggering the wheel by picking up a few
   cases, will probably also helps Joost block to fade away.
   Also to pickup the case Joost is blocking. Give the user
   a related answer, so this case will disappear.

x2) on rethinking this case in role of Arbitrator,
   this is probably a case for a dispute filing

x3) Recruitment started at booth after the MiniTOP

Ulrich Schroeter
CARS

--
mit freundlichen Gruessen / best regards
Ulrich Schroeter - CAcert Assurance Team Leader, CAcert Case Manager,
CAcert Arbitrator

CAcert.org - Free Certificates
E-Mail: ulrich@cacert.org