

# 2020-11-10 Meeting notes (Ops)

## Date

10 Nov 2020

## Attendees

- [Scott Wells](#)
- [Alexander Withers](#)
- [Derek Simmel](#)
- [Gary Rogers](#)
- [Carman Hendricks](#)
- [David Wheeler](#)
- [Victor Hazlewood](#)
- [Gregory Peterson](#)
- [Tabitha Samuel](#)

## Agenda

- Operations interconnection diagram
- Help ticket data reporting
- Manager Coordination

## Discussion items

| Time   | Item                               | Who           | Notes  |
|--------|------------------------------------|---------------|--|
| 8 min  | Operations interconnection diagram | Greg          | <ul style="list-style-type: none"><li>• Greg mentioned that L1/L2s had a call to discuss the interconnection diagrams.</li><li>• Tim will distribute a spreadsheet to fill in and guidance and that it should be high level.</li></ul>   |
| 22 min | Help ticket data reporting         | Victor /Scott | <ul style="list-style-type: none"><li>• There is a set of tickets that were submitted from an automated mechanism that was some type of mistake from <a href="mailto:uisoscan@iu.edu">uisoscan@iu.edu</a>.</li><li>• We discussed either deleting them or setting a tag.</li><li>• Greg was uncomfortable with deleting them and they are just artifacts of tickets that came in and can just have a tag that gives an indication that it is not a valid ticket and should be ignored.</li><li>• If we add a tag then that tag would be used to exclude tickets from reporting but that we don't delete any tickets.</li><li>• Also, Gary mentioned that there are ticket in the system that are actually resolved but the ticket is not being marked as resolved.</li><li>• Greg asked is it just that people are distracted and don't mark them resolve or something else.</li><li>• Gary mentioned he deals mostly via email and there is not .</li><li>• Scott suggested we should have a parallel session for the next Quarterly Meeting.</li><li>• We had additional discussion about trying to have mechanisms to mark the ticket resolved via email.</li></ul> |
| NA     | No Mgr. coordination               | NA            |  |

## Action items

