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UKI comments and issues related to TPM work

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1. **Email volumes**
   - At the moment it is only just manageable if mails dealt with quickly
   - 80%+ can be updates to existing tickets. Responsibility should pass to support units

2. **Assignment of tickets**
   - Procedures for TPM taking ownership are complicated when tickets assigned by others (e.g. GGUS)
   - Work could be reduced by users pre-allocating
   - Hierarchy of support can lead to inefficiencies. Eg. Having to assign to 2nd level support when it is clearly a middleware/expert level problem

3. **Updates to tickets**
   - Changes are not clear – requires login to web-interface to examine
   - The mail format is confusing/annoying (e.g. changing mail headers)
   - Requires explicit notification to submitter (complicated notes structure)

4. **Tasks**
   - There are no dedicated people. Contributing to TPM interferes with other deployment work which is not negotiable.
   - Training takes time and details can be forgotten between shifts due to complicated system that is in place. System is not intuitive.

Some specific problems

- Tickets created even though site in question is in scheduled downtime
- Submitter does not (know how to) supply additional requested information
- Many tickets not "solved" but the problem gets resolved and the ticket remains open
- More instruction required on producing FAQs
- Specific purpose of mailing lists unclear
- Useful information for TPM work is spread too widely
- No specific guidance on where to allocate tickets
- Support units could reassign tickets if incorrectly assigned to them – at present many simply complain
- Tickets are not assigned with any sort of priority
- No global view of ticket allocations
- Assignment to units and not individuals creates extra follow up work