EUROPEAN SOUTHERN OBSERVATORY

Organisation Européenne pour des Recherches Astronomiques dans l'Hémisphère Austral
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Process to Deliver RPM-Based Pipelines to QC System

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1 Scope

The current document describes the process to request the installation of a new pipeline in a QC system. This process **does not** apply to the installations performed during the annual Change of Period, which usually need to be coordinated with a new DFS installation.

2 Process to delivery RPM pipeline packages to QC

The following steps describe the process to deliver a new pipeline to QC. This document should apply to all people involved in the process that starts with a "request to install a new pipeline" and ends with "the pipeline is installed and running". Typically the people involved in such process are: QC scientist, pipeline developer and IT-Garching (IT).

Because QC runs operational machines, it is important that they know at any time which version of the pipelines are running in the system. QC should therefore have control on when a new pipeline is installed in their system. In order to guarantee the control on the pipelines installed in the QC system, it is important that the QC scientist be the one requesting such installations.

The process can actually start by the pipeline developer who tells the QC scientist about a new pipeline containing an important bug fix. But the QC scientist should be the one telling IT when and where to install the new pipeline.

This delivery process assumes the following:

- JIRA refers to `http://jira.eso.org`.
- OTRS is the ESO IT Helpdesk
- QCS is the QC scientist
- DEV is the pipeline developer
- IT is IT-Garching

2.1 Steps to take to have a new pipeline installation in QC

1. QCS requests a new pipeline installation through a JIRA ticket.
    a) set Project to **PIPE**;
    b) set Component to the specific pipeline;
    c) set Issue-Type to **Deployment**;
    d) describe which pipeline version (if known) to install.
2. DEV updates the JIRA ticket with the exact name-version-revision of the RPM package(s) to be installed. Example: *esopipe-vimos-2.1.1-recipes-2.1.1-1*
3. QCS sets the option **Contact IT** (See Figure 1).
4. QCS sets the site to **HQ** on the pop-up screen.
5. QCS writes the following information on the "Comment" field. (See Figure 2)

     a) the RPM package name(s) to install (copy and paste it from DEV's comment);

     b) the machine where to install the package(s);

     c) the timeline for the installation.

6. QCS pushes the confirmation button **Contact IT** on the lower right corner.

7. IT performs the RPM installation.

8. IT updates the OTRS ticket informing about the installation. (This will automatically update the JIRA ticket).

9. QCS verifies the installation.

10. QCS resolves the JIRA ticket (assuming a successful delivery).

11. DEV closes the JIRA ticket.

Note on step 6:

After the confirmation button **Contact IT** is pressed, an e-mail will be sent to servicedesk@eso.org, which will create an OTRS ticket with the information entered by QCS in step 5. Every further comment entered in the OTRS ticket will automatically appear in the JIRA ticket as a comment from user **IT Service Desk**. Notice that all interaction which is supposed to reach the IT OTRS system shall be carried out using the **Contact IT** button.

If for some reason, the pipeline installation does not work, QCS should update the JIRA ticket by means of using the **Contact IT** button to ask IT to verify the failure.
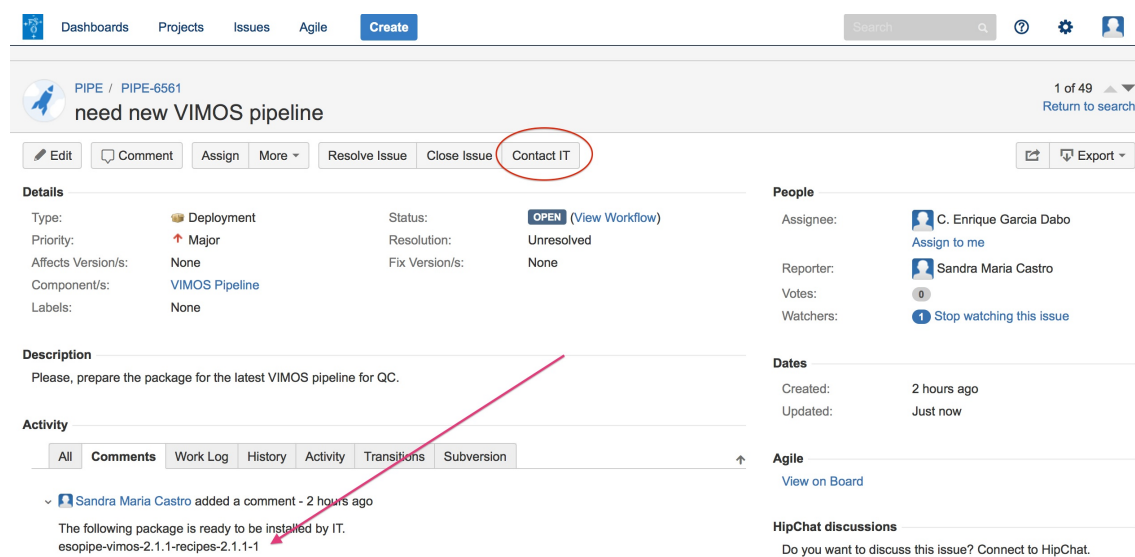

Figure 1: JIRA screen of a deployment-type ticket. After the pipeline developer updates the ticket with the RPM package name (as pointed by the red arrow), the QC scientist should proceed by pushing the Contact IT button showed by the red circle.

Figure 2: Contact IT screen, where the QC scientist should choose the HQ site. In the Comment box, the QC scientist should copy and paste from the main JIRA screen, the name of the RPM package(s) to install. Any other relevant information useful to IT should be given here too, such as the hostname of the machine and the timeline for the installation.