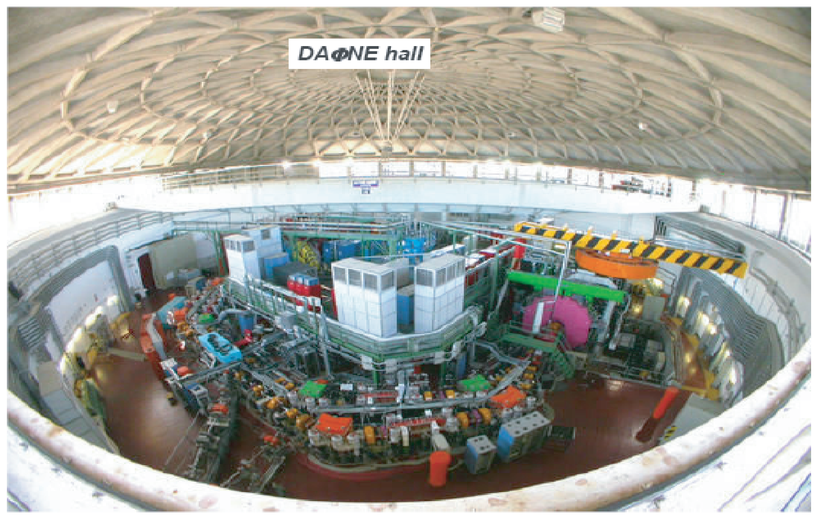
Dafne Accelerator Trouble Ticket

INFN-Laboratori Nazionali di Frascati

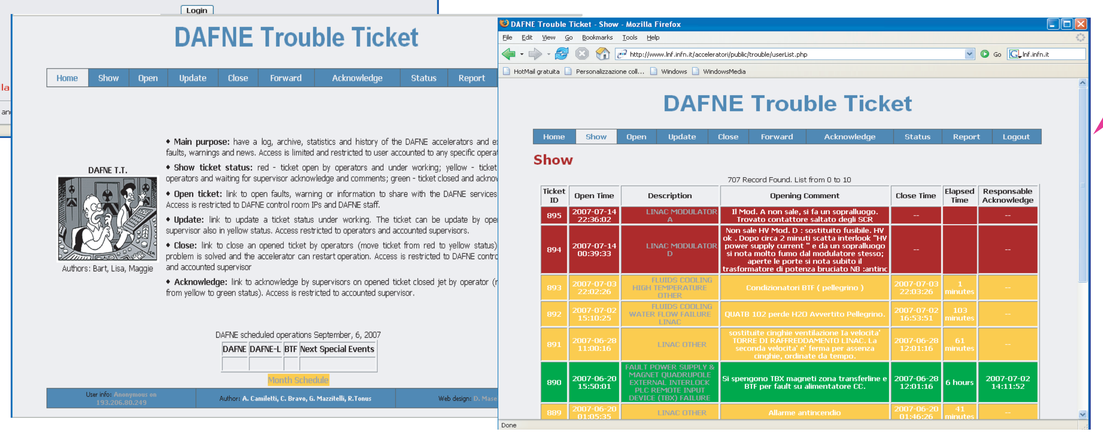
Carmen Bravo, Alice Camiletti, Dael Maselli, Giovanni Mazzitelli, Roberto Tonus

The complexity of DAFNE Accelerator pushed us to develop a system for logging, archiving, and to creating statistics and history of warnings, faults, news and general setup information for the Accelerator.



Operators, Technicians, Scientists, and Service Staff staff must first log via World Wide Web (https protocol) with a central system of authentication (Radius), They then have the option to display, open, close, update, or forward a Trouble Ticket.

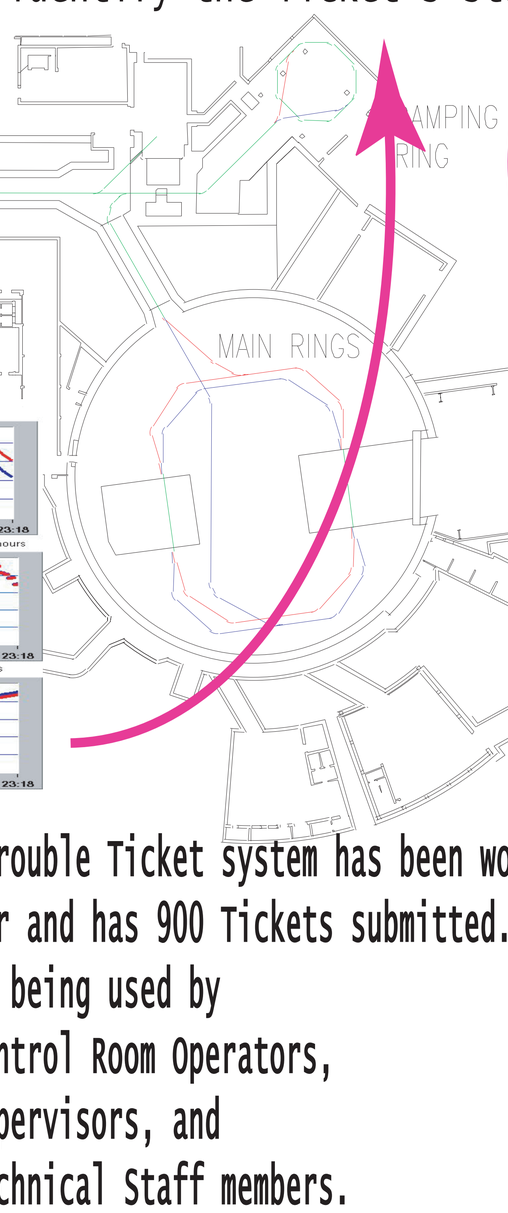
http://dafne.lnf.infn.it/



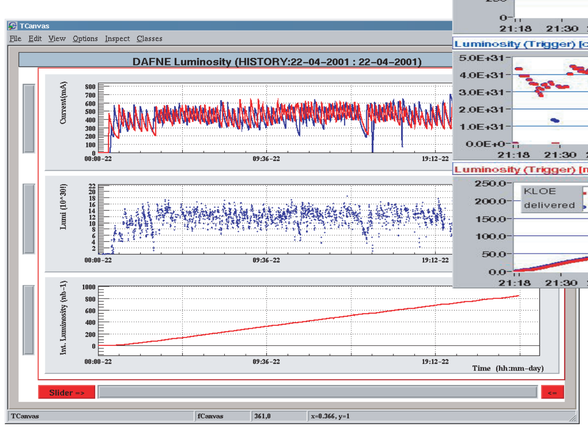
Linac
Vaccum
Fluids
Power Supply & Magnets
RF_System
Safety System
Mains (electric alimentations)
Control System
Cryogenics
Alignments
Operation
KLOE
FINUDA
DAFNE -LIR
DAFNE -LX
DAFNE-LX-X
SIDDHARTA
BTF
SIS
Direzione
Feedback & diag & timing
Radio Protection
DB_bugs

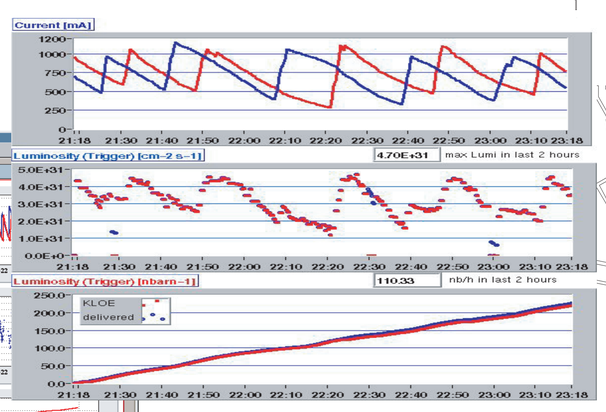
Faults, warnings, news and debug are divided into subclasses for interaction areas, mechanical components, services and experiments.

In the user interface, the colors identify the Ticket's status.

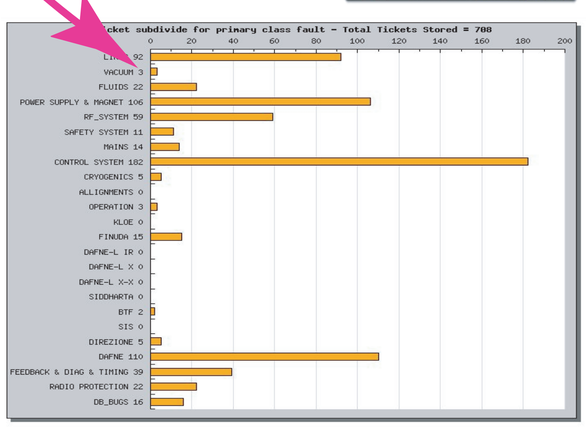


When an Operator, or anyone submitting information to share, opens a Ticket, the responsible Service person automatically receives an email. These emails are organized into mailing lists. Automatic emails are also generated and organized into lists when Tickets are updated or closed.





The Activity Reports are available for viewing online in a location where it's possible to write and submit information if needed.



The statistic of faults and warnings are available from web

The Trouble Ticket system has been working for 1 year and has 900 Tickets submitted.
It is being used by
40 Control Room Operators,
20 Supervisors, and
60 Technical Staff members.