

Council on Dairy Cattle Breeding Using redmine for documentation and issue tracking

Ezequiel L. Nicolazzi, CDCB Technical Director



First of all – Upcoming changes in IT infrastructure

- CDCB is undergoing a major IT upgrade
 - Until now, most of work “behind the scenes” (improving operations infrastructure)
 - This phase is almost over
- Upcoming improvements impacting you:
 - Redmine – Documentation and ticketing system
 - New webserver under testing
 - New website under development
 - Login page – personal username and password
 - **Secure** FTP (SFTP) server, detached from website. Same users, new passwords. One-by-one registration.
 - Old (and not crypted) FTP connections will not be allowed – SFTP client required (e.g. FileZilla, or similar)
 - Failover systems for webserver, sftp and redmine services.
 - LONG TERM: new querying system

Redmine

- Redmine is a project management and issue tracking tool.
 - cross-platform,
 - open-source,
 - web-based
 - Flexible
- A single Redmine box can contain – and usually does – multiple public or private projects that are managed independently.
- CDCB (internal) documentation system.
- Today we'll cover: “**CDCB Nominator portal**” project

CDCB Nominator portal

- The “CDCB Nominator portal” is a project that will serve both as nominator-specific documentation (public) and customer service (restricted) hubs.
 - more effective in updating customer service-related information and documentation
 - more effective in providing customer service (internal decision on responsible, tracking of activity, integration with documentation)
 - Compartmentalized user access: private (by company) access to tickets.

Access to CDCB Nominator portal


- <https://redmine.uscdcb.com>
- <https://redmine.uscdcb.com/projects/cdcb-customer-service>

[Home](#) [Projects](#) [Help](#) [Sign in](#)

Search:

CDCB integrated documentation system

Home


COUNCIL ON DAIRY CATTLE BREEDING

This is the CDCB integrated documentation system, that interacts with [CDCB website](#)

Registered users should sign in ("Sign in" button on the upper right corner of the screen). If you are a nominator and do not have a username and password, please contact ezequiel [dot] nicolazzi [at] uscdcb [dot] com.

For unregistered users (no password required): <https://redmine.uscdcb.com/projects/cdcb-customer-service/wiki> [access to "CDCB Nominator project" documentation]

The CDCB Nominator portal

<https://www.redmine.org/guide> (EXTERNAL)

Home My page Projects Help

Logged in as test_user My account Sign out

Search: CDCB nominator portal

CDCB nominator portal

+ Overview Activity Issues Documents Wiki

Overview menu (view only)

Search:

CDCB nominator portal

+ Overview

Activity

Issues

Documents

Wiki

Overview

Issue tracking

	open	closed	Total
Bug	0	0	0
Feature	0	0	0
Support	0	0	0
Report	0	0	0
Web	0	0	0

View all issues

Members

Manager: Ezequiel Nicolazzi

CDCB_customer: test user

CDCB_Customer_Service: Ezequiel Nicolazzi, George Wiggans, Jay Megonigal, Joao Durr, Kaori Tokuhisa, Leigh Walton, Marius Decte Temzem

RESTRICTED

PUBLIC (but no access to any information)

Overview menu (view only - compartmentalized)

Test_user (company A)

HomeMy pageProjectsHelp

Logged in as test_userMy accountSign out

Search: CDCB nominator portal

CDCB nominator portal

+Overview

Activity

Issues

Documents

Wiki

Overview

Issue tracking

	open	closed	Total
Bug	0	0	0
Feature	0	0	0
Support	1	0	1
Report	0	0	0
Web	0	0	0

View all issues

Members

Manager: Ezequiel Nicolazzi

CDCB_customer: test user

CDCB_customergroup: test user, Test _GMAIL

CDCB_Customer_Service: Rohith Shetty, Ezequiel Nicolazzi, George Wiggans, Ike Nnabugwu, Jay Megonigal, Joao Durr, Kaori Tokuhisa, Kristen Gaddis, Leigh Walton, Marius Decte Temzem

Test (company B)

HomeMy pageProjectsHelp

Logged in as testMy accountSign out

Search: CDCB nominator portal

CDCB nominator portal

+Overview

Activity

Issues

Documents

Wiki

Overview

Issue tracking

	open	closed	Total
Bug	0	0	0
Feature	0	0	0
Support	0	0	0
Report	0	0	0
Web	0	0	0

View all issues

Members

Manager: Ezequiel Nicolazzi

CDCB_customer: test user

CDCB_customergroup: test user, Test _GMAIL

CDCB_Customer_Service: Rohith Shetty, Ezequiel Nicolazzi, George Wiggans, Ike Nnabugwu, Jay Megonigal, Joao Durr, Kaori Tokuhisa, Kristen Gaddis, Leigh Walton, Marius Decte Temzem



Activity menu (view only)

Search:

CDCB nominator portal

+ Overview **Activity** Issues Documents Wiki

Activity

From 04/09/2017 to 05/08/2017

Today

📅 09:54 AM

Support #192 (New): Creating a TEST ticket

TEST 1, 2, 3

This is my ticket, I need help!!!

test user

« Previous

Activity

☒ Issues

☒ Documents

☒ Files

Apply

Also available in: [Atom](#)

RESTRICTED (and compartmentalized)

Issues menu

- Will see it later...

Documents menu (view/download only)

Search:

CDCB nominator portal

+ Overview Activity Issues Documents Wiki

Documents

User documentation

CDCB Nominator Training

01/05/2017 11:40 AM

PDF of slides created by Kaori Tokuhisa on April 2016

CDCB Nominator Application Form

01/25/2017 04:35 PM

CDCB Nominator Quality Certification Requirements

01/25/2017 04:37 PM

Sort by

Category name

Date

Title

Author

PUBLIC

Wiki menu (view only)

Search:

CDCB nominator portal ▾

+

Overview

Activity

Issues

Documents

Wiki

Nominators documentation

INDEX

Nominators documentation

INDEX

A) USEFUL DOCUMENTS

B) CODES AND USEFUL INFORMATION

B.1) CODES

B.2) USEFUL INFORMATION

C) PROCEDURES

D) FILES AND FORMATS

★ Watch

Wiki

Start page

Index by title

Index by date

PUBLIC

<https://redmine.uscdcb.com/projects/cdcb-customer-service/wiki>

Issues menu (tickets)

Search:

CDCB nominator portal

+

Overview

Activity

Issues

Documents

Wiki

Issues

Filters

Status

open

Options

Apply

Clear

Save

#	Tracker	Status	Priority name	Subject	Assignee	Updated
192	Support	New	Normal (when possible)	Creating a TEST ticket		05/08/2017 09:54 AM

(1-1/1)

New issue

Issues

View all issues

Summary

Also available in: [Atom](#) | [CSV](#) | [PDF](#)

RESTRICTED (and compartmentalized)

Creating, editing and interacting with “Issues” (tickets)

- 2 possibilities:
 - Via browser (requires login to Redmine)
 - Via email (similar to what you already do...)
- Both can be used – you choose.
- Only registered users can interact with this section
- Communicate with me & Kaori in case of change of personnel in your company!

Creating issues via browser (redmine)

CDCB nominator portal

Search: CDCB nominator portal

+ Overview Activity **Issues** Documents Wiki

Issues

Filters

☒ Status open

Options

Apply Clear Save

#	Tracker	Status	Priority name	Subject	Assignee	Updated
192	Support	New	Normal (when possible)	Creating a TEST ticket		05/08/2017 09:54 AM

(1-1/1)

Also available in: Atom | CSV | PDF

Issues

[View all issues](#)

[Summary](#)

+ New issue

Add filter

CDCB nominator portal

Search: CDCB nominator portal

+ Overview Activity **Issues** Documents Wiki Files

New issue

Tracker * Support

Subject *

Description

Status * New

Priority name * Normal (when possible)

Assignee

Start date 2017-05-08

Due date

Estimated time Hours

% Done 0 %

Files Choose Files no files selected (Maximum size: 5 MB)

Create Create and continue Preview

Need to keep adding content via browser (e.g. a reply?)

Support #194


 Edit  Watch  Copy  Delete

Test for kaori

Added by [test user](#) about 24 hours ago. Updated [less than a minute](#) ago.

Status:	New	Start date:	05/09/2017
Priority name:	Normal (when possible)	Due date:	
Assignee:	-	% Done:	<div></div> 0%

Description

 Quote

HI KAORI.
From now on you will receive an email each time someone changes anything in the CDCB Nominator portal (except those changes you introduce).

Subtasks

Add

Related issues

Add

History

Updated by [Kaori Tokuhisa](#) about 24 hours ago

#1

Thank you Ez,
got it!
Thank you,

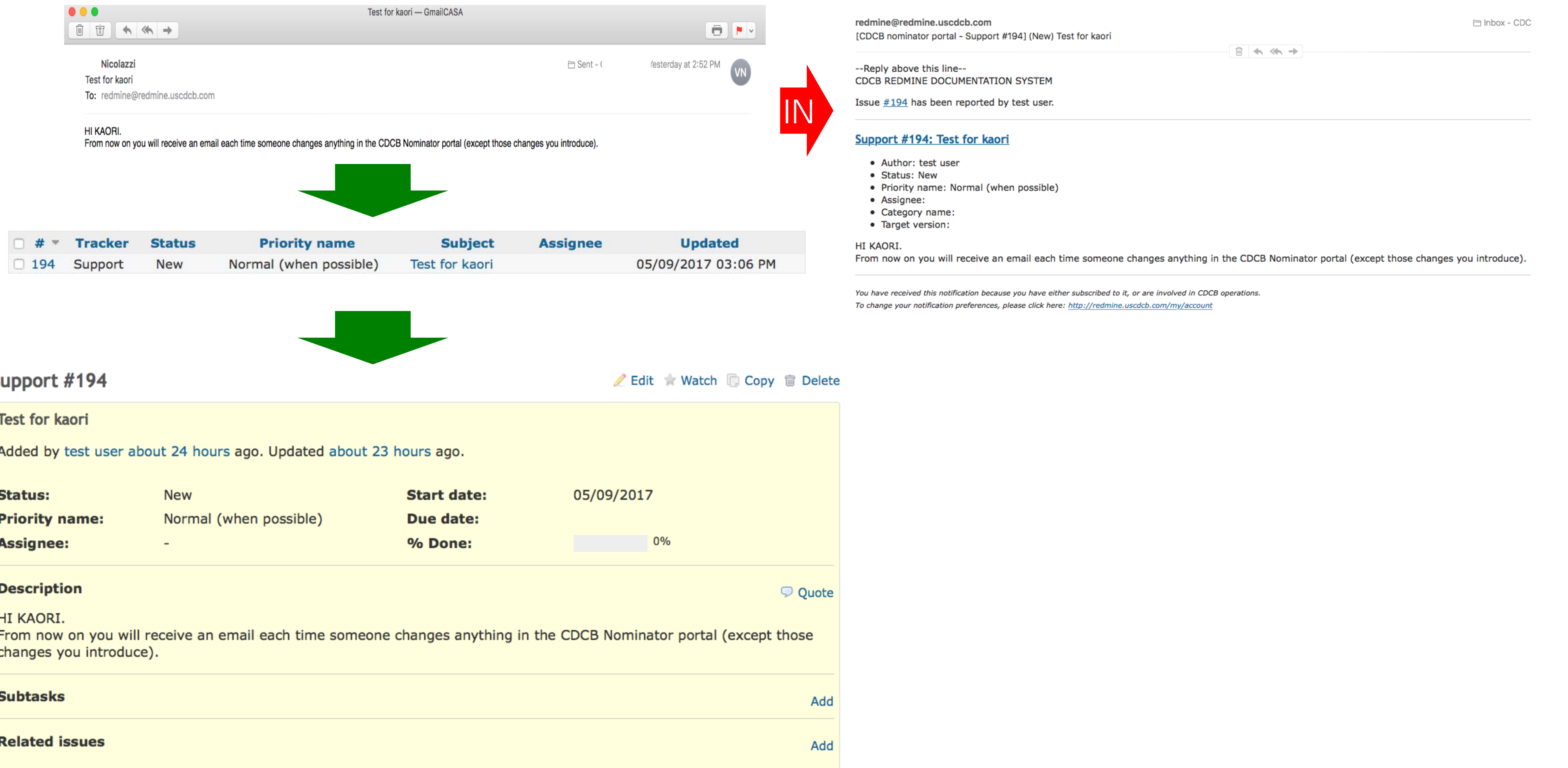
  

Kaori

Creating issues via email

- A much simpler way to interact with the ticketing system
- No change in current practice.
- To create a ticket (i.e. “issue”) in redmine from email,
 - Compose a new email with the following specs:
 - A specific email address (redmine@redmine.uscdcb.com)
 - Tracker will be automatically assigned (“Tracker: Support”)
 - A specific title of the email (*will be the title of the issue – “Subject”*)
 - A body of the email (the text), where you explain the request (“Description”)
 - You can cc registered users that will get notified each time an update on the ticket is created (“Watchers”)
 - You can attach files to the email (up to 5Mb)– (“Attachment”)

Managing issues via email



All messages get registered and notified via email and in redmine

Kaori replied... I get an email

redmine@redmine.uscdcb.com

[CDCB nominator portal - Support #194] Test for kaori

--Reply above this line--

CDCB REDMINE DOCUMENTATION SYSTEM

Issue [#194](#) has been updated by Kaori Tokuhisa.

Thank you Ez,

got it!

Thank you,

Kaori

Support #194: Test for kaori

• Author: test user

• Status: New

• Priority name: Normal (when possible)

• Assignee:

• Category name:

• Target version:

HI KAORI.

From now on you will receive an email each time someone changes anything in the CDCB Nominator portal (except those changes you

You have received this notification because you have either subscribed to it, or are involved in CDCB operations.

To change your notification preferences, please click here: <http://redmine.uscdcb.com/my/account>

History record in redmine

Support #194

Edit Watch Copy Delete

Test for kaori

Added by test user about 24 hours ago. Updated about 23 hours ago.

Status:

New

Start date:

05/09/2017

Priority name:

Normal (when possible)

Due date:

Assignee:

-

% Done:

0%

Description

Quote

HI KAORI.

From now on you will receive an email each time someone changes anything in the CDCB Nominator portal (except those changes you introduce).

Subtasks

Add

Related issues

Add

History

Updated by Kaori Tokuhisa about 23 hours ago

#1

Thank you Ez,

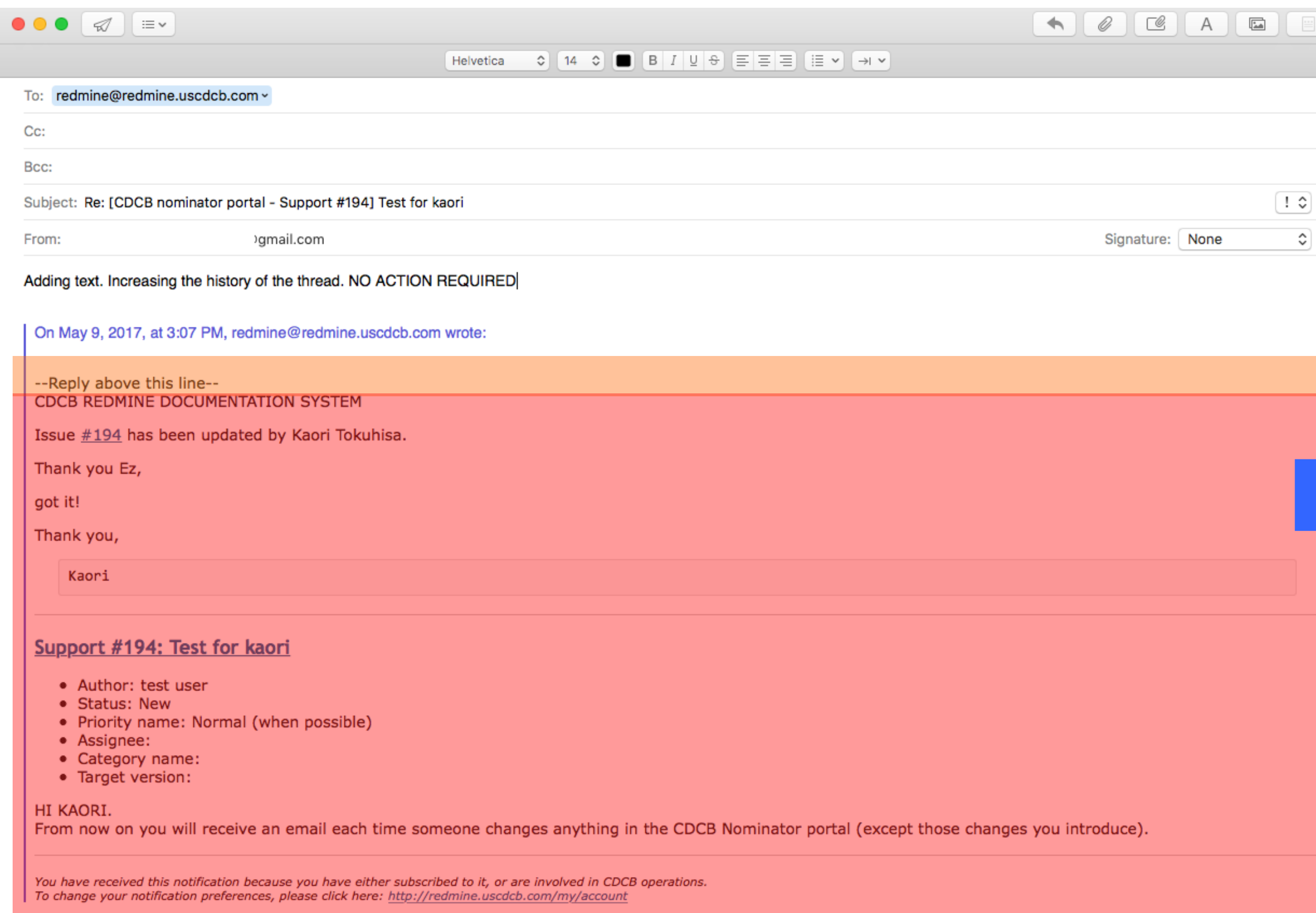
got it!

Thank you,



Need to keep adding content (e.g. a reply?)

- Just reply to the email...
 - DO NOT change the Subject
 - DO NOT write below the line that says “ --- Reply above this line --- ”



In redmine...
(I get an email notification
from redmine as well)



Conclusion

The benefits of this system are multiple:

- Documentation and tickets are referable directly by both users and CDCB staff (e.g. links and snapshots of documentation can be included in the reply directly);
- Access to the new ticketing system can be via browser (e.g. username and password on redmine platform) or via email. Minimal impact on the user.
- Users will have one single access point for any request to CDCB;
- Private, centralized management of tickets allows better response to the clients.
- Automated tracking system allows users and CDCB staff to recover past discussions or tickets and their threads.
- Documentation is public and directly modifiable by any CDCB staff (not requiring update to webpages and changes to webserver).

CDCB will maintain both redmine and email requests for a short starting period. After this initial period is concluded, CDCB will only accept requests through Redmine.

THANK YOU FOR YOUR ATTENTION