Minutes from CHPS Meeting Thursday March 10, 2011

Attendees:
ABRFC: Eric Jones, Mike Pierce, Jeff McMurphy
CNRFC: Rob Hartman, Chris Mayo
NERFC: Rob Shedd
NWRFC: Harold Opitz, Joe Intermill
NOHRSC: John Halquist
Deltares: Edwin Welles
OCWWS HSD: Mark Glaudemans, Xiaobiao Fan, Brad Mccune (new CHPS support contractor)
OHD: Chris Brunner

Pre-reading: Support Log sent to chps_ops on Mar 9 by Dave Riley

Decisions
- RFCs will always use FogBugZ to report issues where they expect HSD to take action.
- Deltares will continue to host the Display Depot until OHD/HSD has identified an alternative location for RFCs and the broader community.
- Support assessment:
    o short term: use breakage simulations at CAT-II RFCs and solicit feedback based on the categories suggested by Chris
    o long term: FogBugZ to forward a survey to the originating RFC when an item is Closed or meets other agreed criteria. Possibly use Survey Monkey (or equivalent) to conduct the survey. Use the same categories as in short term approach.
- System manager calls (led by Deltares/Frederik) will commence on March 23 at 8:00 AM PDT/ 10:00 AM CDT/ 11:00 AM EDT for all 13 RFCs. The first call will address semaphores and logging. Deltares will poll the CAT-II RFCs for system-related questions to bring to the first conference call. Other conference calls will be conducted weekly thereafter. Additionally, Frederik will prepare a special presentation/training session on the FEWS database structure and synchronization – this is targeted for May/June.
- The design proposed by Deltares for "Configuration Protection Enhancement" on March 8 is accepted. [1]

Actions
- HSD will provide FogBugZ training for CAT-II RFCs by March 25.
- MarkG to provide an answer why FogBugZ is showing Resolved/Fixed items in the Open Cases filtered list (encountered by RobS).
- MarkG to continue to scrub the list of open issues in FogBugZ and provide a current status on all.
- MarkG to remind his team to hand off more issues to HSEB developers to help with the backlog.
- MarkG to consider implementing a "minimum assessment frequency" for each priority level; for example, if CRITICAL is defined as 2 days HSD would report to the RFCs on the status/progress of each CRITICAL issue every 3 days until it is finally resolved.
- MarkG to determine if FogBugZ can trigger automatic survey requests based on one or more conditions of an issue.
- Chris to investigate use of an automated tool (e.g. Survey Monkey) to solicit feedback from RFCs when a FogBugZ item meets certain criteria.

---

[1] NERFC has some lingering concern that forecasters will find it too easy to click "OK" and ignore the potential danger.

- Edwin to determine the level of effort for NWRFC's enhancement request (extend the use of permission groups for controling forecast approval to the topology files). [This request is not currently targeted for the Spring FEWS Build.]
- Edwin to determine if Frederik can adjust his schedule to begin system manager calls at 5:00 PM CEST (8:00 AM PDT) as of March 30.
- Edwin to poll the CAT-II RFCs via the chps_ops list for system-related questions (before March 23).

Next meeting: Thursday March 17, 2011.