Communicating Between Groups: the Problem

Issues are often lost in Confluence without a process of follow through:
The ACME "spoke" assignments have been diffuse
Requests get lost or neglected e.g. misunderstanding on plot features
For example: request on appearance of plots from UVMETRICS

UVCDAT
Note lack of labels
Labels do not appear on standard NCAR AMWG diagnostcs – uvmetrics was designed to strictly follow the AMWG guidelines.

AMWG
What is a better process to communicate and track the requests?

Request Hub
Solution - Triage space and Requests Communication between groups.

Submitting a Request:

First step: go to Confluence
Anyone can submit a request or a bug report
• Needs to be an actionable task and must originate from an existing task

https://acme-climate.atlassian.net/wiki/display/CH/RequestHub

If the request can be acted upon, then the request is moved to the appropriate group "request" page
A description of the problem with attached images can be edited by the Triage Spoke

The status symbols are entered by the Triage Spoke and the group leader

Who are the Request Spokes?

Check Status of Request:

Documentation of the problem is entered at this step
There is one "Triage-Spoke" person per Group designated to preparing the incoming requests (clarify or expand on the request if necessary)