

Provo - action #12530

Name some people with hardware access

2016-06-28 07:46 - Anonymous

Status:	New	Start date:	2016-06-28
Priority:	Normal	Due date:	
Assignee:	ganglia	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:			
Description			
<p>So far we might have a single point of failure. Maybe we can ask if some people are allowed to call the general SUSE/Microfocus helpdesk in Provo in emergency cases to get hardware replaced in a reasonable time?</p> <p>At least the admins should have some telephone numbers at hand to reach somebody who is able to go into the server room and exchange hardware (power supplies, disks, ...). An SLA might be too much here, but IMHO we should discuss about something similar?</p>			

History

#1 - 2016-06-28 07:57 - ganglia

To start, the following SUSE R&D persons have access to the Datacenter where the openSUSE servers will be located:

- Craig Gardner
- Renato Scheuer
- Robert Wawrig

I will contact the Datacenter folks and request an informal relationship. Though it may be necessary to establish a more formal relationship.