

openQA Infrastructure - action #77317

chat bot to conduct daily checks, alerts, reminders, etc.

2020-11-10 13:33 - okurz

Status: New	Start date: 2020-11-10
Priority: Low	Due date:
Assignee:	% Done: 0%
Category:	Estimated time: 0.00 hour
Target version: future	

Description

Motivation

To ensure the QE Tools has a central place for urgent issues and critical alerts we would like to have an RC chat bot informing us about alerts and such

Acceptance criteria

- **AC1:** RC bot is connected to team chat channel
- **AC2:** Administration is documented and understood by at least two persons
- **AC3:** Bot writes in team chat channel for any OSD alert

Suggestions

- Research state of art regarding Rocket.Chat bots, apparently grafana can make use of the Slack Notification Channel to post alerts into RC (<https://github.com/grafana/grafana/issues/9251#issuecomment-354804092>)
- Get account, SUSE RC admins are happy to provide an account for us if we just tell them what kind of account it should be. I am sure we can ask them what they suggest. We can just ask in #rocket-help
- If the Slack notification channel does not work then
 - readout grafana alerts like we do in osd-deployment
 - Write message in team chat channel if any alert
 - Deploy on non-personal instance
- Ensure proper administration with documentation or scripts

Related issues:

Related to QA - action #81106: test out chat service notifications, e.g. matr... **In Progress** 2020-12-16

History

#1 - 2020-11-13 11:29 - nicksinger

Since I looked into this previously I can share some info:

1. Grafana can make use of the Slack Notification Channel to post alerts into RC (<https://github.com/grafana/grafana/issues/9251#issuecomment-354804092>)
2. It seems like API-Keys to RC are once again bound to personal accounts. So we would need to request a new RC-account for such a bot to not depend on a single person again

#2 - 2020-11-13 12:02 - okurz

- Description updated

- Target version changed from future to Ready

nicksinger wrote:

Since I looked into this previously I can share some info:

1. Grafana can make use of the Slack Notification Channel to post alerts into RC (<https://github.com/grafana/grafana/issues/9251#issuecomment-354804092>)

oh wow, that should make it easier :)

1. It seems like API-Keys to RC are once again bound to personal accounts. So we would need to request a new RC-account for such a bot to not depend on a single person again

Yes, I think there are different kind of accounts and I already checked in the past and the SUSE RC admins are happy to provide an account for us if we just tell them what kind of account it should be. I am sure we can ask them what they suggest. We can just ask in #rocket-help

Adding the ticket to our backlog with the updated description.

EDIT: found in my notes: long time ago received a response from dmueller in <https://chat.suse.de/channel/collaboration-platform?msg=JbNzWZ9Ky6g83ENeK> that he could create an account. We should just find out in before if we need "user account, there are bot accounts, there are push accounts (used for CI integrations)". We could try any own account for testing of course

#3 - 2020-12-16 11:19 - okurz

- Related to action #81106: test out chat service notifications, e.g. matrix, from github actions size:M added

#4 - 2021-04-15 20:00 - okurz

- Priority changed from Normal to Low

#5 - 2021-07-06 07:10 - okurz

- Status changed from Workable to New

moving all tickets without size confirmation by the team back to "New". The team should move the tickets back after estimating and agreeing on a consistent size

#6 - 2021-07-09 06:21 - okurz

- Target version changed from Ready to future