CVMFS issue from last Friday, March 26

- RT ticket #32580: submitted at 1:02PM
  - Config oversight: CVMFS expert was not notified (email) immediately: >10hrs
  - SDCC was not aware software development services were considered critical systems requiring 24x7 immediate response - normally next business day
  - FTE shortages have resulted in only a single CVMFS expert
  - Problem looked into Monday morning (~9AM)
    - Cause: system DNS misconfiguration prevented GPFS mount
- What to do next:
  - Need to clarify what users/experiments consider critical services requiring emergency action 24x7, in N? hours (MOU?)
  - Review and possibly reorganize RT queue & notification config settings
    - Reorganize during the upcoming RT upgrade?
  - Use RT's ticket priorities with additional notifications (other than email)?
  - Better/alternate solution for software development distribution other than CVMFS
    - Maybe NFS?