

General Services Update - Liaisons - 4/15/21

- NX reminder: nx.sdcc.bnl.gov (old system shutdown on May 4th)
- RT upgrade & user support queue reorganization
 - Will be upgrading from RT version 3.8.17 to 4.4.4
 - Includes self service webui portal for all SDCC user accounts
 - Current queue structure is based on CTS (>20 years old), designed for more expert user base (RHIC only back then) & liaisons.
 - Present more simplified user topics/categories with detailed descriptions:
 - 4 user visible queues: UserAccounts, Computing, Storage & OtherServices
 - Internally have more granular queues, for staff, liaisons & expert users
- Website cleanup based on feedback & improvements ~2 weeks
 - Content organization & structure, theme & style improvements, etc.
 - Improved search already in place (testing more improvements)