



LEADERSHIP  
COMPUTING  
FACILITY

March 26th, 2025

# myOLCF Ticket Integration

Hewlett Packard  
Enterprise

AMD

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Suzanne Prentice, Kita Cranfill

Software Services Development Team



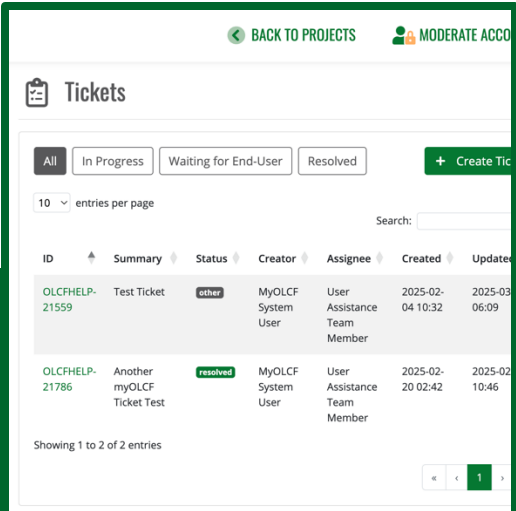
U.S. DEPARTMENT OF  
**ENERGY**

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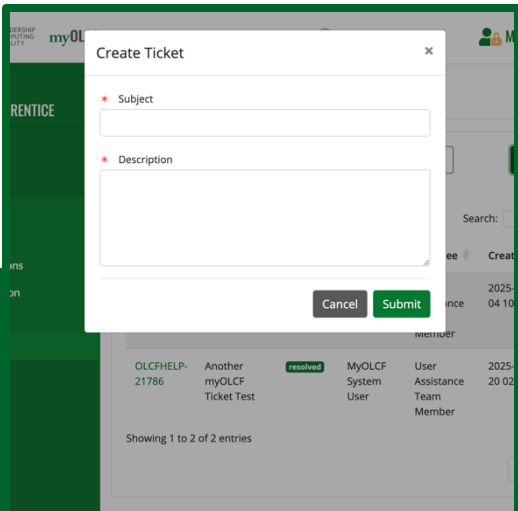
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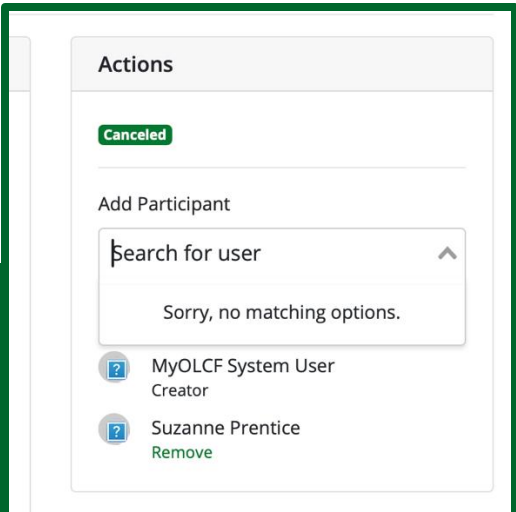
# How and why to manage tickets in myOLCF



Overview & Navigation



Ticket Lifecycle

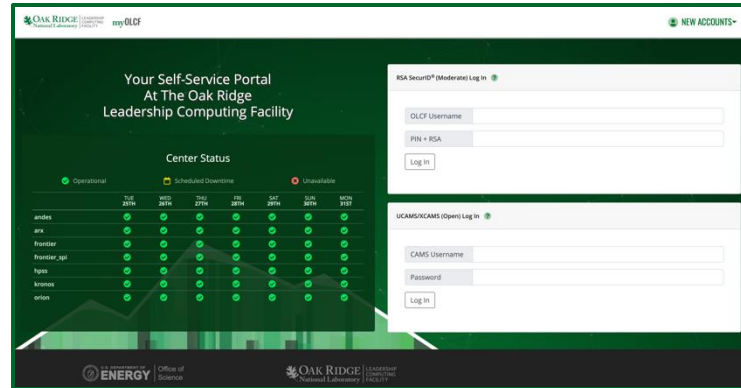


Limitations & Future Features

# myOLCF Overview: the OLCF's self-service portal

## Application Portal

- Ability to apply for resources and accounts (and renew them) on OLCF systems
- See status of Account Applications

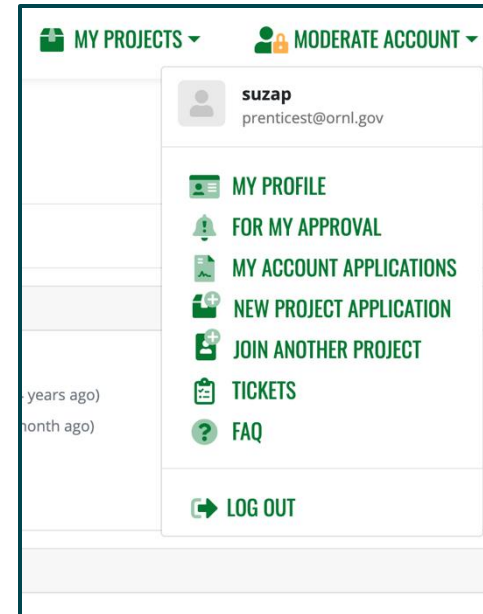


## Project Management

- View current and historical allocations and users
- View analytics about Project Usage, Compute Jobs, and Aggregated Usage

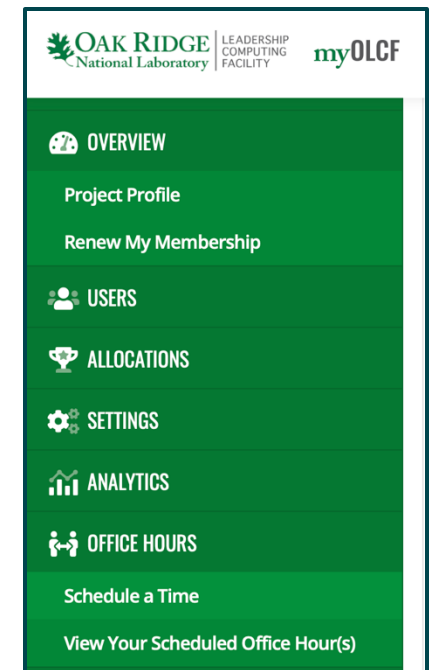
## Account Management

- View and edit your account profile
- Manage account approvals (for PIs)



## Engage with OLCF Staff

- Schedule office hours
- Create tickets





# Navigating tickets in myOLCF

- Tickets can be created and viewed from the “Account” dropdown
- Overview shows all created tickets (regardless of enclave) and metadata: ID, summary, status, UA assignee and timestamps
  - Will not show tickets where you are a participant
  - Can filter based on status
  - Will notified via email when there has been a response
- Can easily sort through historical tickets

LEADERSHIP  
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myOLCF

BACK TO PROJECTS

MODERATE ACCOUNT

NE PRENTICE

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Applications

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Tickets

All In Progress Waiting for End-User Res

10 entries per page

ID Summary Status Creator

No tickets of that sta

Showing 0 to 0 of 0 entries

suzap

prenticest@ornl.gov

MY PROFILE

FOR MY APPROVAL

MY ACCOUNT APPLICATIONS

NEW PROJECT APPLICATION

JOIN ANOTHER PROJECT

TICKETS

FAQ

MS. SUZANNE PRENTICE

BACK TO PROJECTS

MY ACCOUNT

My Profile

For My Approval

My Account Applications

New Project Application

Join Another Project

Tickets

Tickets

All In Progress Waiting for End-User Resolved

+ Create Ticket

10 entries per page

Search:

ID	Summary	Status	Creator	Assignee	Created	Updated
OLCFHELP-21559	Test Ticket	other	MyOLCF System User	User Assistance Team Member	2025-02-04 10:32	2025-03-24 06:09
OLCFHELP-21786	Another myOLCF Ticket Test	resolved	MyOLCF System User	User Assistance Team Member	2025-02-20 02:42	2025-02-26 10:46

All In Progress Waiting for End-User Resolved

+ Create Ticket

10 entries per page

Search:

ID	Summary	Status	Creator	Assignee	Created	Updated
OLCFHELP-21559	Test Ticket	other	MyOLCF System User	User Assistance Team Member	2025-02-04 10:32	2025-03-24 06:09

Showing 1 to 1 of 1 entry

# Ticket Lifecycle

The screenshot displays a web interface for managing tickets. At the top left, there's a 'Tickets' header with a clipboard icon. Below it, the ticket ID 'OLCFHELP-21559' is shown. The main content area features the title 'OLCFHELP-21559: Test Ticket' and a description 'This is a test ticket from the SSD team.' Below this, a user profile for Suzanne Prentice is listed with their email and project information. An 'Attachments' section shows a file named 'TestJira.docx'. A large text area for 'Comment' is provided, with a 'Submit' button at the bottom right. On the right side, there are two panels: 'Actions' and 'Details'. The 'Actions' panel includes a status indicator 'Waiting for support', an 'Add Participant' section with a search dropdown, a 'Share' button, and a 'MyOLCF System User Creator' link. The 'Details' panel shows ticket metadata: 'Ticket type: Support', 'Created: 2025-02-04 10:32', 'Updated: 2025-03-24 06:09', and 'Assignee: Unassigned'.

**Tickets**

OLCFHELP-21559

**OLCFHELP-21559: Test Ticket**

This is a test ticket from the SSD team.

\*\*\*\*

Suzanne Prentice | {user\_name}  
prenticest@ornl.gov  
Projects: TST001

**Attachments:** TestJira.docx

Comment

**Suzanne Prentice** - about 2 months ago  
Test response from myself

**Submit**

**Actions**

Waiting for support

Add Participant

Search for user

Share

MyOLCF System User Creator

**Details**

Ticket type: Support  
Created: 2025-02-04 10:32  
Updated: 2025-03-24 06:09  
Assignee: Unassigned

1. Ticket is opened in myOLCF
  - User and UA will receive emails from [jira-consult@ccs.ornl.gov](mailto:jira-consult@ccs.ornl.gov)
  - User information will be automatically added to each comment
2. UA team member assigns and responds to ticket
  - Ticket status updates
3. User and UA take turns responding
  - Either the user or UA can add related participants to the ticket
  - User responds via email with attachments if needed
4. UA closes the ticket when resolved
5. User can re-open the ticket by commenting again
  - Always open new tickets for new issues

# Limitations and future features

- Cannot create tickets in myOLCF if you have not emailed [olcfhelp@ornl.gov](mailto:olcfhelp@ornl.gov) previously
  - Status: Likely possible
- Cannot view tickets where you are listed as a participant
  - Status: potentially possible
- Cannot add or view attachments
  - Status: likely never be possible
- Will not notify in myOLCF when the status has changed
  - Status: SSD is adding a dashboard actions feature to myOLCF (that includes many more features)

The image displays two screenshots from the myOLCF system. The top screenshot shows a 'Test Ticket' titled 'OLCFHELP-21559 Test Ticket' from 'OLCF Help Jira <jira-consult@ccs.ornl.gov>' to 'Prentice, Suzanne'. It includes a comment from the 'MyOLCF System User' saying 'Thanks, that worked!' and a link to 'prenticest@ornl.gov'. The bottom screenshot shows the 'Moderate Dashboard' with a 'Pending Actions' table and a 'News' section. The 'Pending Actions' table has columns for 'Created', 'Action', and 'Description'. The 'News' section contains a message about the default project being 'STF040' and a link to 'Settings'.

OLCFHELP-21559 Test Ticket

OH OLCF Help Jira <jira-consult@ccs.ornl.gov>  
To: Prentice, Suzanne

Reply above this line.

MyOLCF System User commented:  
Thanks, that worked!  
\*\*\*\*  
Suzanne Prentice | [prenticest@ornl.gov](mailto:prenticest@ornl.gov)

**Actions**

**Waiting for support**

Add Participant

Search for user

Sorry, no matching options.

MyOLCF System User  
Creator

**Moderate Dashboard**

Pending Actions

Created	Action	Description
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News

Your default project is STF040. You can now change it in Settings.

# Live Demo with Michael Sandoval

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# Questions?

Thank you for listening and providing feedback!

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