MySQL Support
Internals

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MySQL Senior Support Engineer
Sun Microsystems
Agenda

- History of MySQL Support
- The Teams, The People
- Subscription models
- Tools
- Relations
- References
- Future
MySQL Support Beginnings

“Our mission is to solve customers' problems quickly, with a helpful spirit, little administrative hassle, and great teamwork.”

“Love Thy Customer”
Early years

- **Before 2002**
  - Support mainly done by Monty
  - support@mysql.com

- **2002-2004**
  - Tom Basil joins
  - Support Team took shape
  - “Support provided by developers”
  - Trying 70% Support & 30% Development
  - SupportWizard
  - Didn’t scale
The Eventum Years

• 2004-2008
  > Eventum implemented
  > SOP: Standard Operations Procedures
  > Team growing fast!

• 2008-today
  > Sun Microsystems
  > No fundamental changes
  > Some managers left, but team staying intact
The MySQL Services Teams

What teams are/were part of MySQL Services
MySQL Services (prior 2009.04)

- Professional Services
- Training
- Knowledge Base
- Certification
- Global Support Team
  - MySQL Support
  - Bugs Analysis Group
  - Customer Relations
  - Support Services Team
Professional Services

• On-site or online
• Various tasks
  > Performance tuning
  > Design
  > Migration
  > Remote DBA
• Jobs in non-English possible
Training

• Worldwide
• On-site at customers
• Various topics, such as
  > DBA and developers
  > Performance tuning
  > High availability, scaling
  > Cluster and NDB API
Knowledge Base & Certification

• Knowledge Base
  > Writing articles for customers
  > Security alerts
  > Documentation
• Certification
  > Each version, new tests
MySQL Subscription Model

What is offered..
Offerings

• MySQL Enterprise
  > Problem resolution support
  > Consultive support
  > Knowledge base
  > MySQL Enterprise Monitor (MEM)
• MySQL Cluster
  > Development (NDB API, etc..)
  > Production
• MySQL Embedded (OEM/ISV)
Offerings (cont.)

• Add-ons
  > memcached
  > DRBD
  > Idemnification
  > Amazon EC2
• MySQL Workbench
• MySQL Proxy
MySQL Enterprise

- Unlimited number of incidents
- Web-based
- 24x7 web & telephone access
- Emergency..
  > .. response in 30 minutes
  > .. bug fix escalation
  > .. hot fix builds
MySQL Enterprise: Consultive

- Remote troubleshooting
- Replication, query, schema review
- Performance tuning
- Custom code review
  > Client APIs
  > Stored routines
  > etc..
MySQL Enterprise: Levels

- Offering 4 levels
  - Platinum
  - Gold
  - Silver
  - Basic
## MySQL Enterprise: Overview

<table>
<thead>
<tr>
<th></th>
<th>Basic</th>
<th>Silver</th>
<th>Gold</th>
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<tbody>
<tr>
<td><strong>Software</strong></td>
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<td></td>
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<tr>
<td>MySQL Enterprise Server</td>
<td>Pro</td>
<td>Pro</td>
<td>Advanced</td>
<td>Advanced</td>
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<tr>
<td>Monthly Rapid Updates</td>
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<td><strong>Add-on Products &amp; Services</strong></td>
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<td>Memcached for MySQL</td>
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<td><strong>Update Services</strong></td>
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<td>Software Updates Service</td>
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<td>Technical Alerts</td>
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## MySQL Enterprise: Overview (cont.)

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<thead>
<tr>
<th>MySQL Enterprise Monitor</th>
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<td>Enterprise Dashboard</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<td>Notifications and Alerts</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Custom Advisor</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<td>Upgrade Advisor</td>
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<td>Yes</td>
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<td>Administration Advisor</td>
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<td>Performance Advisor</td>
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## MySQL Enterprise: Overview (cont.)

<table>
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<tr>
<th>Consultative Support</th>
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<td>Remote Troubleshooting</td>
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<td>Replication Review</td>
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<td>Schema Review</td>
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<td>Performance Tuning</td>
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<td>Customer Code Reviews: MySQL Client APIs</td>
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<td>Yes</td>
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<tr>
<td>Customer Code Reviews: MySQL User Defined Functions &amp; Server Extensions</td>
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<td>Customer Code Reviews: MySQL Stored Procedures, Triggers &amp; Functions</td>
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## MySQL Enterprise: Overview (cont.)

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<tr>
<td>Number of Incidents</td>
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<td>Unlimited</td>
<td>Unlimited</td>
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<td>Web-based Case Management</td>
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<td>Yes</td>
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<td>Phone Access</td>
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<td>Business Hours</td>
<td>24x7</td>
<td>24x7</td>
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<tr>
<td>Support Access</td>
<td>Business Hours</td>
<td>24x7</td>
<td>24x7</td>
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<td>Max Initial Response Time</td>
<td>2 bus. days</td>
<td>4 hours</td>
<td>2 hours</td>
<td>1 hour</td>
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<tr>
<td>Emergency Response Time</td>
<td></td>
<td>1 hour</td>
<td>30 min</td>
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<td>Emergency Bug Fix Escalation</td>
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<td>Yes</td>
<td>Yes</td>
<td></td>
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<tr>
<td>Emergency Hot Fix Build</td>
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<td>Yes</td>
<td>Yes</td>
<td>Option</td>
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<tr>
<td>Custom Build</td>
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# MySQL Enterprise: Overview (cont.)

<table>
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<tr>
<th></th>
<th>Basic</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
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<tbody>
<tr>
<td><strong>Self Help Support</strong></td>
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<tr>
<td>Knowledge Base</td>
<td>Yes</td>
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<td><strong>Lifecycle/EOL Support</strong></td>
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<tr>
<td>Active</td>
<td>Yes</td>
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<td>Yes</td>
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<tr>
<td>Extended</td>
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<td>Yes</td>
<td>Yes</td>
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<tr>
<td><strong>Account Management</strong></td>
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<tr>
<td>Technical Account Manager (TAM)</td>
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<tr>
<td>Proactive Case Mgmt.</td>
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<td>Scheduled Status Calls</td>
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<td></td>
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<td>Scheduled Onsite Visits</td>
<td>Option</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Scheduled Environment &amp; Performance Review</td>
<td>Option</td>
<td></td>
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</tbody>
</table>
How Support Works

How we do things..
Overview MySQL Support Team

- 4 groups
- MySQL Support
- Bugs Analysis Group
- Customer Relations
- Support Services Team
Support Services Team

- Maintaining ‘the tools’
- Responsible for
  > bugs.mysql.com
  > Eventum
  > Calendars
  > Enterprise Portal
  > Publishing binaries
Customer Relations

- Customer Relations Coordinator & Specialists
- Maintaining customer records
- Checking contracts
- Fixing login problems
Bugs Analysis Group

- Monitoring bugs.mysql.com
- Verifying
- Escalating
- Check confidentiality
- Also doing support when needed
  > Lots in common with Support Team
- Located around Europe and Brazil
MySQL Support

- Problem resolution
- Collaborative and interactive
- Helping other teams
  - Verifying, sometimes fixing bugs
  - Writing articles
  - Active in community
  - Consulting
  - etc..
Availability

• **Globally distributed**
  > US, UK, Germany, Sweden, Lithuania, Bulgaria, Cyprus, Russia, South Africa, Ukraine, Brazil, Australia, Croatia, China, Japan, Malta, Denmark, Ireland, Finland

• **Languages**
  > Only English & Japanese
  > Can do others if really needed
Special Skills

- Developers
  > C/C++, Java, Python, .Net, ...
- Most platforms (also i5)
- Other DBMSes
  > Migrations
- Sys/Net administration
- MySQL Cluster, InnoDB, ...
- DRBD, memcached, Amazon EC2, etc..
## Distribution

<table>
<thead>
<tr>
<th>Region</th>
<th>Bugs</th>
<th>Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMER</td>
<td>18</td>
<td>3 groups</td>
</tr>
<tr>
<td>EMEA</td>
<td>16</td>
<td>2 groups</td>
</tr>
<tr>
<td>APAC</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Bugs</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Sinisa</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Roles

- Assistant Support Engineers
- Support Engineers
- Managers
- Support Shift Captain (SSC)
Managers

- MySQL Global Support Manager
- MySQL Support Managers
- MySQL Regional Support Managers
  - 3 for AMER Support
  - 2 for EMEA Support
Support Engineers

- Primary duties
  - Handling support requests

- Secondary duties
  - Committees (Replication, Backup, SQL Standards, ..)
  - TAM, development, pet projects, etc.
Support Shift Captain

- Scheduled 24x7x365
  - by Assistant Support Engineers
  - Weekend by Support Engineers
- Handle reminders on issues
- Handover
Tools

- SOP
- Eventum
- bugs.mysql.com
- Documentation
  > MediaWiki
  > Knowledge Base
- Communication
  > IRC
  > E-mail
SOP: Standard Operations Procedures

- Not a tool, but a religion?
- Describes:
  > .. how to do Support
  > .. what to write
  > .. who does what
  > .. procedures
SOP Excerpts

• Thou Shall
  > You shall treat thy customer's problem as if it were your own.
  > You shall desperately want to solve thy customer's problem.
  > You shall be generous in spirit towards thy customer.
  > You shall constantly push thy customer's problem towards resolution.
  > You shall early tell thy customer of your plan of attack.
  > You shall keep ALL of your promises to thy customer.
  > You shall be quick to seek expert help.
  > You shall follow every phone call with a summary email.
  > You shall summarize long/complex issues on a MediaWiki page.
  > You shall pick up the telephone and call thy customer often.
SOP Excerpts (cont.)

• Thou shall not
  > You shall not make things difficult for thy customer.
  > You shall not assume any Note you sent was acted upon.
  > You shall not let the issue wander into peripheral distractions.
  > **You shall not needlessly escalate issues.**
  > You shall not encourage feel-good managerial conference calls.
  > You shall not close any issue without thy customer’s permission or after MANY emails are ignored.
  > **You shall not let thy customer’s issue auto-close.**
Levels

- **Severity**
  - S1: production broken
  - S2: high-impact
  - S3: non-critical
  - S4: e.g. general usage

- **Priority**
  - CE: continuous effort
  - P1: 24x7 critical
  - P2: group biz hours critical
  - P3: 24x7 optional (default)
  - P4: assignee only
Eventum

- Issue tracker
- Written in PHP
- Uses MySQL (d’uh)
- OpenSource version available
  > http://dev.mysql.com
Issues

• Email communication
  > issue-XXXXX@support.mysql.com
  > Everything is logged
• Internal Notes
  > notes-XXXXX@support.mysql.com
• Time tracking
• File uploads
New Issue handling

• SSC assigns it

<EventumBOT> New Issue #36258 (NS; P3; UNASSIGNED), *************, [Enterprise Gold], Error in MySQL connector 5.1.7 – https://support.mysql.com/36258

<EventumBOT> SSC: [#235] #36263 (S3; P3; UNASSIGNED), PLATINUM INITIAL RESPONSE (P) – https://support.mysql.com/36263 – ASSIGN WITH ALACRITOUS FERVENCY (55 Minutes Left) (Waiting > 5 Minutes)
<table>
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<tr>
<th>Severity</th>
<th>Issue ID</th>
<th>Reporter</th>
<th>Group</th>
<th>Assigned</th>
<th>Customer</th>
<th>Level</th>
<th>Time Left</th>
<th>Status</th>
<th>Status Change</th>
<th>Last Action</th>
<th>Summary</th>
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<tbody>
<tr>
<td>S3</td>
<td>36052</td>
<td>Axel</td>
<td>EMEA 1</td>
<td>Schwenke</td>
<td>Enterprise Platinum Unlimited</td>
<td>Waiting on Customer</td>
<td>Staff Response: 0.1h ago</td>
<td>Update: 0.1h ago</td>
<td>Error in accept: Too many open files</td>
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<td>S4</td>
<td>36051</td>
<td>Victoria Reznichenko</td>
<td>EMEA 2</td>
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<td>Enterprise Platinum</td>
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<td>Update: 0.5h ago</td>
<td>MySQL Certification</td>
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<td>EMEA 1</td>
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<td>Waiting on Customer</td>
<td>Staff Response: 0.2h ago</td>
<td>Update: 0.2h ago</td>
<td>Comparing table structures</td>
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<td>Staff Response: 04m ago</td>
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<td>MySQL support in Mandarin</td>
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<td>S4</td>
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<td>Update: 0.8h ago</td>
<td>General Advice</td>
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<td>S1</td>
<td>36043</td>
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<td>Customer Action: 0.2h ago</td>
<td>Performance degrade at random, CPU utilization on the box shoot up</td>
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<td>36039</td>
<td>Trent Lloyd</td>
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<td>Customer Action: 0.9h ago</td>
<td>relocate mysql server database engine and databases.</td>
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<td>S2</td>
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<td>Bogdan Degtyariov, Roel Van de Paar</td>
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<td>Enterprise Gold Unlimited</td>
<td>Waiting on Support Team</td>
<td>Customer Action: 9.3h ago</td>
<td>Customer Action: 9.3h ago</td>
<td>Agent is up and running on mysql server and agent status is showing up in Dashboard server.</td>
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<td>New Issues Waiting Initial Replies:</td>
<td>Pending Customer Phone Calls:</td>
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<td>#36053: How to make this query faster? - [UNASSIGNED]</td>
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<table>
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<th>Latest Reminders:</th>
<th>New Customer Replies:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ack] [#118] #36011 (P2): SILVER UPDATE (16 mins)</td>
<td>#36013: (2 mins ago) - Re: memory usage for memory table</td>
</tr>
<tr>
<td></td>
<td>#36043: (4 mins ago) - Re: Performance degrade at random, CPU utilization on the box shoot up</td>
</tr>
<tr>
<td></td>
<td>#35273: (13 mins ago) - 答复: Re: 答复: Re: MySQL-connector-net was hangging when processing high load requests.</td>
</tr>
<tr>
<td></td>
<td>#36011: (14 mins ago) - RE: [#36011] Re: The different result for same query</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Issues Assigned to Unavailable People:</th>
<th>Clocked-In Users:</th>
</tr>
</thead>
<tbody>
<tr>
<td>#36035: Agent is up and running on mysql server and agent status is showing up in Dashboard server - Adam Dixon</td>
<td>Agneta Andersson (3h, 0 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td>#36028: Enterprise Monitor does not send traps - Donna Harmon, Shannon Wade</td>
<td>Alexander Keremidarski (1h, 0 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td>#35995: Full Version on mysql workbench 5.0 - Adam Dixon</td>
<td>Alexey (Walrus) Kishkin (6.3h, 0 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td>#35976: UTF8-bin collation and longtext columns not returning data correctly - Bogdan Degtyariov, Shawn Green</td>
<td>Andrii Nikitin (4.2h, 2 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td></td>
<td>Axel Schwenke (2.5h, 2 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td></td>
<td>Bogdan Kecman (0.4h, 2 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td></td>
<td>Domas Mituzas (3.6h, 4 issues WoS) [Clock Out]</td>
</tr>
<tr>
<td>Customer:</td>
<td>(Complete Details)</td>
</tr>
<tr>
<td>-----------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Support Level:</td>
<td>MySQL Enterprise Platinum</td>
</tr>
<tr>
<td>Support Options:</td>
<td>Number of servers (3), Certified, Optimized binaries (GPL), Technical Alert Advisor, Update Advisor, Security Advisor, Performance Advisor, Query Advisor, Schema Advisor, Knowledge Base, Remote Troubleshooting, Custom MySQL Builds, Consultative support (12), Update and Advisor Service, Connectors (GPL), Advanced Binaries, Per-Incident Issue Support: Unlimited</td>
</tr>
<tr>
<td>Status:</td>
<td>Waiting on Customer</td>
</tr>
<tr>
<td>Severity:</td>
<td>Severity 2</td>
</tr>
<tr>
<td>Priority:</td>
<td>P1: 24x7 Critical</td>
</tr>
<tr>
<td>Main Problem Area:</td>
<td>General Problems: Other or Unspecified</td>
</tr>
<tr>
<td>Reporter:</td>
<td>Geert Vanderkelen</td>
</tr>
<tr>
<td>Assignment:</td>
<td>Geert Vanderkelen</td>
</tr>
<tr>
<td>Summary:</td>
<td>Disk is full</td>
</tr>
<tr>
<td>Customer Contract:</td>
<td></td>
</tr>
<tr>
<td>Notification List:</td>
<td>Staff: Geert Vanderkelen (cefnu), Ligaya Isler-Turmelle (en) Other:</td>
</tr>
<tr>
<td>Reminder Options:</td>
<td>No snooze currently set Delay Status: Customer Delay Delay Status Date: Thu, 16 Apr 2009, 19:04:34 CEST</td>
</tr>
<tr>
<td>Created / Last Updated Dates:</td>
<td>Mon, 06 Apr 2009, 15:41:12 CEST / Thu, 16 Apr 2009, 19:04:34 CEST</td>
</tr>
<tr>
<td>Associated Issues:</td>
<td>No issues associated</td>
</tr>
<tr>
<td>Duplicates:</td>
<td></td>
</tr>
<tr>
<td>Authorized Repliers:</td>
<td>Staff: Ligaya Isler-Turmelle</td>
</tr>
<tr>
<td>Group:</td>
<td>EMEA 1</td>
</tr>
<tr>
<td>Associated Bugs:</td>
<td>No bugs associated (update via <a href="http://bugs.mysql.com">http://bugs.mysql.com</a>)</td>
</tr>
</tbody>
</table>
IRC

- Secure internal communication
  - #support most active
- EventumBot
  - Reminders
  - Shortcuts to Eventum
- SegFault
EventumBot: Reminders

<EventumBOT> SSC: [#234] #36158 (S2; P2; leandro.morgado; EMEA 1), PLATINUM FOLLOWUP (ND) - https://support.mysql.com/36158 - Followup Response Due (Waiting > 8 Hours)

<lmorgado> ack^<

<kenji> !ack 234 reminded-assignee
Relations

How Support works with other Teams
Relations With Teams

- **All join #support**
  - Sales
  - Training
  - Development
  - Hanging out when bored
- **Community**
  - Attending and talking
Would you recommend MySQL Support to a friend or colleague?: yes
Quotes

“I will... try to get my boss to renew for another year.” (May 31, 2002)

“I swear to you, if you were a woman, and you were here, I would kiss you with a passion that would frighten you to your core.” (March 13, 2003)
Quotes

“Quite seriously, if any of you guys ever visit, email or call me and I will take you out to dinner.” (February 24, 2004)

“My usual experience with MySQL support. Great, and quick. Love it.” (May 2, 2008)

http://mysql.com/support/quotes.html
Survey Results: Positive

“Quality of Advice Received: 5
Responsiveness to Your Needs: 5
Engineer's Communication Skills: 5
Engineer's attitude and commitment: 5
Would you recommend MySQL Support to a friend or colleague?: yes

As previously stated, MySQL support is the most responsive, accurate and smoothest case resolution in the industry by far.”
Survey Results: Balanced

“Written and Verbal Communication Skills: 4
Courtesy, Attitude, Diligence, and Commitment: 4
Initial Response Time: 3
Resolution Time: 3
Knowledge of MySQL Products: 4
Knowledge of Related Technologies: 4
Knowledge of Best Practices: 4

Valeriy and Sveta were great. I was not happy with the message that they conveyed on behalf of others.”
Hall Of Fame

“Severity: Severity 1
Summary: what?
Initial Description: what?
Version Details: 5.0.4-linux-i686-glibc23.tar.gz”

“Summary: ***** request
Initial Description: I love you
MySQL Major Version: 3.23 ”
Hall Of Fame

“Then put your MySQL Enterprise in your ass asshole!! How do you want to buy it before to check if it's compatible with my server? are you wanker or what?”...

... “by the way ...my processor is 86-bit processor not 64 but it seems that you don't know to read the ticket.”
Future

There is no spoon.. Have a cookie..