

RT @ DESY.

REQUEST-TRACKER

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RT: Facts

- Developed by Jesse Vincent (bestpractical.com) since 1996
- RT around the world
 - Nasa, Merrill Lynch, Dyn DNS, Uni Hamburg, Kühne & Nagel and ...
- DESY-IT and DESY uses RT since more than 6 years
 - IT Hamburg, DV Zeuthen, Hasylab, XFEL project, D4, IPP, dCache and ...
- More than 380.000 requests
- 70 Queues (support teams)
- approx. 320 active supporters / approx. 6000 users

RT: Features

Request Tracker (RT) is an open source (GPL) issue tracking platform

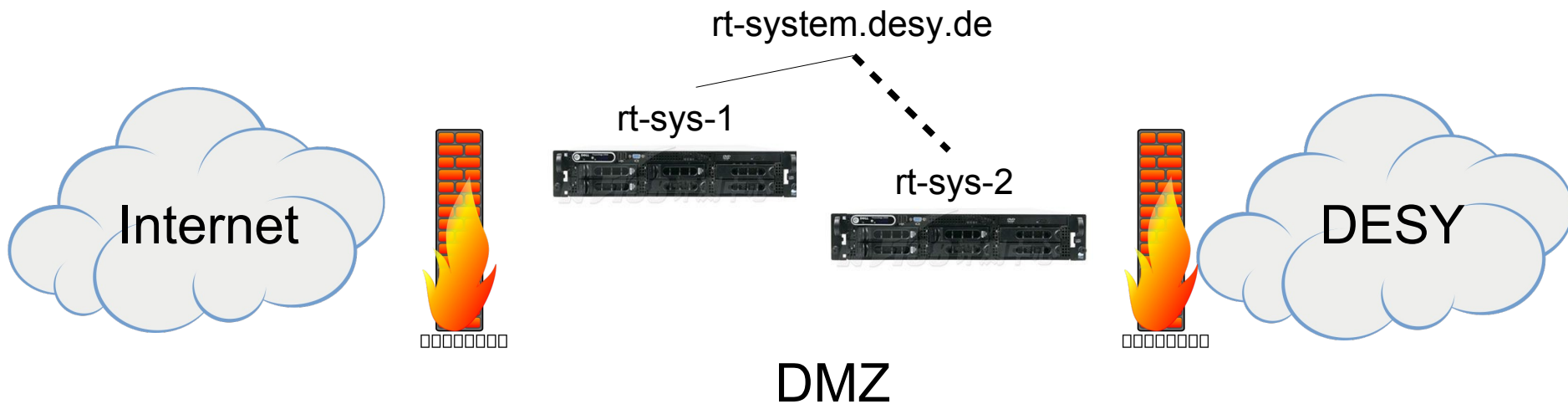
- Access from anywhere
 - Web UI
 - Any devices – desktop, laptop, tablet, phone...
 - Browser independent
 - Multi languages
 - Command line interface
 - Mail interface
- Kerberos authentication
- Key functions
 - Identification of incoming eMails
 - Ticket history
 - Metadata (Extendable by Custom fields)

RT: Hardware

2 x Dell PowerEdge 2950

Xeon 3GHZ

8 GB RAM



RT: Software

System → LAMP

- OS: Scientific Linux 5
- database: MySQL 5.0.45
- web server: Apache 2.2.3
- perl: Perl 5.8.8
- mail server: Postfix 2.3.3

- application: Request Tracker Version 3.8.7
Bestpractical.com
open source (GPL)

RT: Ticket workflow

- (1) User sends an email to the support address
- (2) RT creates a ticket
- (3) RT sends an email notification the support team
- (4) One team member takes the ticket
- (5) Others can add comments to the ticket
- (6) Owner can send answers to the requestor
- (7) User can reply to the ticket
- (8) Owner resolves the ticket

The Status of the ticket is every time clear for the whole support group!

RT: some more

- Saved searches
- CustomFieldScanner for email
- Links between tickets
 - Relationship graph
- Dashboards
- Configurable homepage
- Knowledge base (not yet in production)
- Workflow (not yet in production)