Request Tracker (RT) System at The Network Office

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Content

• What is RT?
• Intended use
• The way we use it
• Typical flow of a request
• Demonstration
RT System

- RT (Request Tracker)
- Best Practical Solutions, LLC
- Open Source
- “RT is an enterprise-grade ticketing system which enables a group of people to intelligently and efficiently manage tasks, issues, and requests submitted by a community of users.”
Intended Use

• Managing requests
• Assigning tasks
• Recording progress

How does it all help?
Taking it Further at Network Office

• Request History
• Request Pattern Analysis
• System/Personnel Performance Analysis
• Informal documentation and records
Typical Flow of a Request

1. **Webform**
2. **E-mail**
3. **3rd Person**
   - **Office**
   - **Support**
   - **Webtask**

  **Ticket Number Assigned in Common Queue**

  **Response generated**

  **Routine Task**
  - **yes**
  - **no**

  **Ticket claimed**
  - **yes**
  - **no**

  **Ticket routine yes**

  **Task completed**
  - **yes**
  - **no**

  **Response generated**

  **Ticket closed**

24 Hours target