

# NOC TOOLS

## ticket systems (RT3)

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# Why Ticket Systems?

- Ticket Systems are electronic piles of post-it notes
- Network people usually have at least five hundred things they are working on at any one time
- Keeping track of these things is quite hard

# Working in Groups

- A group of people working together to solve problems need coordination
- otherwise people waste time working on the same thing as others
- disaster!

# Workflow

- For every new piece of work that needs to be done, create a ticket
  - Ticket should be created in an appropriate queue
  - ticket is “new”
  - ticket can be assigned to someone in particular, or can be left unassigned

# Workflow

- People can decide to work on particular tickets
  - they “take” the ticket
  - if someone else already has it, perhaps they “steal” the ticket
- This way you always know who is responsible for any piece of work

# Workflow

- Sometimes a piece of work has different parts
  - once one part is finished, perhaps the ticket needs to go to someone else for the next part
  - “give” the ticket

# Workflow

- If you need to go home and sleep, but you have been working on something that is not finished yet
  - give the ticket to someone else
  - or make the ticket owned by nobody
    - someone else can “take” it

# Flexibility

- Most ticket systems are very flexible
  - if you already have a way of working, you can probably configure the ticket system to suit you
  - web interfaces, e-mail interfaces



# Integration

- Flexibility allows for integration
- You can integrate a ticketing system with your Nagios, Rancid, Wiki's etc.
- This allows for escalation procedures, management and communication purposes.

# E-mail

- If you receive requests from users by e-mail, you can configure it so that incoming mail opens a ticket automatically
- mail senders get an automatic response which includes a ticket number
- Sometimes this can cause problems. Why?

Demonstration