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 rt 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