RT as it is Being Used by the IT Community on Campus

March 31st, 2011
What is it

- Enterprise Ticketing System
- Open Source
- Cost is Hardware and FTE
- Supportable
- Customizable
Why Use a Ticketing System

- Email and phone calls are not ‘lost’
- Requests are queued
- History is immutable
- Quality of interactions are better
- Know your customer
- Customers are Happy
- Management is Happy
Who Uses RT
History at the UO

• Limited use since 2002
• Campus Wide Launch in Fall 2007
• Currently ~ 120 active queues
• ~ 500 privileged users (IT staff, Students, Role accounts)
• ~265,000 tickets
• ~10,000 month
Who Uses it

• Most IT units use it in some capacity
• Large range of uses
Who Uses it (IS)

- Almost Everybody
- User Support (Help Desk, Telecom)
- Tier II&III support
- Internal Workflow
- Projects
Who Uses it (IS Tier 2/3)

- Jack Activation Requests
- IP Requests
- WSO Requests
- Systems
- Telecom Requests
- Network Engineering
- IDM
- Accounts
- RIT
Who Uses it (non-IS)

- AAA (Helpdesk, Web Team, Systems, projects, Facilities)
- Biology (desktop support and projects)
- Business School (User support, systems)
- CAS (user support, systems, Web)
- Library (Blackboard, CMET)
- University Development
- DPS
- EMU (users support, Card Office)
- Housing (Resnet – Communicating with IS)
- Portland Center (User support, Facilities)
- Law School (Web)
Who Uses it (non-IS)

- Journalism (User Support, Web, Systems)
- Psychology (Desktop Support and Projects)
- Student Affairs (User Support, Projects, Systems)
- Health Center (User Support)
- Vice President’s Office (user support, WEB)
- Honors College (User Support)
- Facilities (IT User Support)
- Business Affairs
- Athletics (User Support)
- Enrollment Services (User Support)
- Ufolio Group
Who Uses it (new)

- PCS
- Alumni (wireless)
- Teaching Learning Center
- Center on Teaching and Learning
Non-IT uses of RT

- Communications at the College of Education
- PCS ‘uo’
- Advisortrac, Academic Advising
Total Tickets by Dept Feb 2011
End User Experience

- User can send mail to the address they are familiar with (helpdesk@uoregon.edu)
- User is sent a friendly email with a ticket number
- User does not see technical back and forth or re-queuing of tickets
- User sees status updates and resolution via website and/or email
IT Staff Experience

• Makes you look good
• Escalate Issues and know where they are
• Get assistance without sending users away
• Status updates and resolution via web site and/or email
How Users Connect

User

Web

Email

RT

Dataset
How do We Connect?

• Email
• Web Front End
• Command Line
• API
• RSS
• iCal
How do We Connect?

• Email
• Web Front End - Mobile
• Command Line
• API
• RSS
• iCal
Simple Work Flow

User → ITHelp
Simple Work Flow

User → ITHelp → Support

User
ITHelp
Support
Simple Work Flow

User → ITHelp → Support
Advanced Workflow

User → ITHelp → Support
Advanced Workflow

User → ITHelp → Support

Child Ticket Tier II
Advanced Workflow

User ↔ ITHelp ↔ Support

Child Ticket Tier II
Advanced Workflow

History

Wed Sep 01 14:49:03 2010  garys - Ticket created
Subject: Password Reset - Forgot Security Questions
RT is not a full Project Management Tool But

• It has run some very complicated projects

http://tinyurl.com/5tmp2y8
RT Knows Your Users

• RT will collect some data
• You can also keep track of more
• Keeping track pays off
RT Knows Your Users

• It keeps an archive all Helpdesk interactions, and more..

Recent tickets:

- 261946: question about keychain for mac (resolved)
- 248480: no reading pane in mac mail (resolved)
- 237571: Couldn’t see functions in Excel (resolved)
- 142752: Losing Sent Mail (resolved)
- 114967: 111 LIL (resolved)
- 114935: Password (resolved)
- 108151: sent mail not saved between sept 22 and oct 15 (resolved)
- 105516: user quota mysteriously set at 0 (resolved)
- 87895: Death threat email (resolved)
- 87056: ithelp #87055 - I forgot the attachment (resolved)

User belongs to:
RT Knows Your Users

• It keeps an archive all Helpdesk interactions, and more..

Custom Fields

- Affiliation: Undergraduate
- Contact Via: Walk-in
- Issue Type: Email
- Email Client: Alphamail
- Type of Help: cooperative
Helpdesk Tickets by Type Q1/Q2 FY11

- Web Development
- Shell
- Security
- Other
- OS
- Networking
- Hardware
- Email
- Applications
- Account Issues

July: 1, 26, 23, 77, 317
Aug: 3, 46, 26, 29, 124, 460
Sep: 4, 73, 82, 140, 1153
Oct: 11, 88, 102, 126, 465
Nov: 1, 85, 1, 87, 214, 111, 198
Dec: 0, 59, 100, 113, 111, 0, 50
Helpdesk Issues by School

- First Quarter FY11 A-D
- First Quarter FY11 E-U
Why So Many Tickets

• IS keeps Help Desk stats (you can too)
• NTS automates ticket creation
Automated Ticket Creation

- Automated systems detect problems
- Tickets created via the API/CLI
- RT notifies the right people
- Next workday they are queued up waiting
- You have a lasting record of what happened and how it was resolved
Automated Workflow

Packet Fence <-> ITHelp <-> Security

Support
Keeping the Right People in the Loop

- Scalable permissions
- Dynamic Permissions
Advanced but Simple Business Logic

- Every queue can fit its purpose within the group
- Auto-assign tickets, manage customer expectations
Add a Survey

**Scrip Fields**
- **Description:** Local: Notify Requestte
- **Condition:** On Resolve
- **Action:** Notify Requestors
- **Template:** Global template: Resolved
- **Stage:** TransactionCreate

**Content:**
Subject: Ticket Resolved

According to our records, your request has been resolved. If you have any further questions or concerns, please respond to this message.

To help us improve service please fill out the survey below.

https://oregon.qualtrics.com/SE/?SID=SV_4IMcwcvPQkVb2n2&ticketnumber={$Ticket->id}

Thank you,

UO Information Services

{$Ticket->QueueObj->CorrespondAddress()}

{$Ticket->Transactions->First->Content()}
Export MetaData

- Excel
- iCal
- RSS
- API
RT Users Group

- Workflow
- Standards
- Interdepartmental communication
- Want to join? saras@uoregon.edu
Documentation

- http://wiki.uoregon.edu/display/is/RT
- Technical Reference
Find out more

• Contact me  jfe@uoregon.edu
• rtadmin@ithelp.uoregon.edu