

LTER



*Long Term Ecological Research
Network Office*

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

