Tutorial description: **RT: Request Tracker**

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.

The RT platform has been under development since 1996, and is used by systems administrators, customer support staffs, IT managers, developers and marketing departments at thousands of sites around the world.

Written in object-oriented Perl, RT is a high-level, portable, platform independent system that eases collaboration within organizations and makes it easy for them to take care of their customers.

RT manages key tasks such as the identification, prioritization, assignment, resolution and notification required by enterprise-critical applications including project management, help desk, NOC ticketing, CRM and software development.

RT is used by Fortune 100 companies, government agencies, educational institutions, and development organisations worldwide.

RT is the leading open-source issue-tracking system. Designed to make it easy for your organisation to track any sort of "task". Various organisations, ranging in size from large corporations to the smallest non-profit use RT across a wide range of business cases. Frequent uses include the tracking of software defects, customer service inquiries, internal workflow, project management, network operations and even youth counselling. RT is powerful, flexible and built from the ground up to adapt to your organization and needs.

This comprehensive session will cover:

> ** RT's system architecture*
> ** A guided tour of the RT source code*
> ** Extension mechanisms you can use to customize RT*
> ** How to tie RT into your existing authentication infrastructure*
> ** Bulding your own tools that talk to the RT backend*
> ** Automating common procedures*
> ** Customizing RT's workflow to match your own*
> ** How to write custom reports based on RT's data*

Jesse Vincent – tutor: (President, Best Practical Solutions LLC)

Jesse Vincent is the author of RT and the founder of Best Practical Solutions, LLC, a company dedicated to open source tools to help people and organizations keep track of what needs doing, when it gets done, and who does it. Before founding Best Practical, Vincent worked as the systems lead for a now-defunct dotcom and as a software designer at Microsoft.

Please note early booking is essential.

This tutorial is a repeat of the very successful training day given by Jesse for UKUUG in October 2007

VENUE: *The Imperial Hotel, Russell Square, London WC1B 5BB*

The nearest underground station is Russell Square. A car park is available at the hotel (parking fee £10 for the day - pre-booking is not necessary) The tutorial will be held in the *Caesar Room*.

Starting at **09:00** for registration and refreshments, the tutorial will start proper at **09:30** and will finish at approximately **17:00.** Further refreshments will be available am and pm and a hot/cold buffet lunch provided.

Costs: **UKUUG members: (Individual & Academic) £260 + vat**
UKUUG members: (Commercial)   £350 + vat
Non-members: (Individual & Academic)   £320 + vat
Non-members: (Commercial)   £500 + vat

The above prices include FULL day tutorial, refreshments, lunch and a set of tutorial notes.
BOOKING DEADLINE: 17th July

If you are a non-member and wish to join UKUUG the following membership fees apply:
Institutional £195.50   Individual £40.25 Concessionary £23.00 (proof of status req.)

PAYMENT: Payment must be included with the booking form. Please use the form overleaf.
An acknowledgement letter and VAT receipted invoice will be sent .

CANCELLATIONS: Refunds on any cancellation will be subjected to a £30 (inc. VAT) fee. Refunds will not be made on delegate places cancelled after 10th July.

LIABILITY: UKUUG does not accept any responsibility for damage to, or loss of property or injury to person during the entire event.

BOOKING FORM – *you can also book on-line at: www.ukuug.org/events/rt*

RT Tutorial – Tuesday 11ᵗʰ August 2009

Name: …………………………………………………………………………

Organisation: ………………………….……………………………………

Address: …………………………………………………………………

…………………………………………………………………………………

Post Code: ……… .... **Tel:** ………………………………………

Fax: …………………….…… ……………… **Email:** ………………………..………

Please book …. place(s) at the RT Tutorial on 11ᵗʰ August

@ £299 inc vat *(members Ind/Acad)* ☐   **@ £368 inc vat** *(non-members Ind/Acad)* ☐

@ £402.50 inc vat *(members Comm)* ☐   **@ £575 inc vat** *(non-members Comm)* ☐

£……………..

MEMBERSHIP: *Institutional* **£195.50** ☐ *Individual* **£40.25** ☐

Concessionary **£23.00** ☐   **£……………..**

TOTAL £……………..

(PAYMENT - NOTE: Places MUST be paid for in full prior to the event).

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RT Tutorial

Tutor: *Jesse Vincent – Best Practical Solutions, USA*

Tuesday 11ᵗʰ August 2009

The Caesar Room,
Imperial Hotel, Russell Square, London WC1B 5BB
registration 09:00 – tutorial starts 09:30

(full details at: http://www.ukuug.org/events/rt)

'RT means things don't get lost, replies and everything are all neatly tied together and is easily configurable. We've found it simple to add custom features such as auto-resolving'

Matthew Somerville, mySociety

*This event is organised by: **UKUUG Ltd.,** UKUUG is the UK's Open Systems User Group, for people who care about open IT standards and the systems that implement them. UKUUG promotes education and understanding through its newsletter, regular briefings and conferences. It is independent of any industry groupings and not-for-profit. It values intelligence, thoughtfulness and long-term thinking rather than immediacy and froth.*

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