RT Essentials: Managing Your Team and Projects with Request Tracker

By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley

In a typical organization, there's always plenty that to do such as: pay vendors, invoice customers, answer customer inquiries, and fix bugs in hardware or software. You need to know who wants what and keep track of what is left to do.

This is where a ticketing system comes in. A ticketing system allows you to check the status of various tasks: when they were requested, who requested them and why, when they were completed, and more. RT is a high-level, open source ticketing system efficiently enabling a group of people to manage tasks, issues, and requests submitted by a community of users.

RT Essentials, co-written by one of the RT's original core developers, Jesse Vincent, starts off with a quick background lesson about ticketing systems and then shows you how to install and configure RT. This comprehensive guide explains how to perform day-to-day tasks to turn your RT server into a highly useful tracking tool. One way it does this is by examining how a company could use RT to manage its internal processes. Advanced chapters focus on developing add-on tools and utilities using Perl and Mason. There's also chapter filled with suggested uses for RT inside your organization.

No matter what kind of data your organization tracks--from sales inquiries to security incidents or anything in between--*RT Essentials* helps you use RT to provide order when you need it most.

[⬇] **Download** RT Essentials: Managing Your Team and Projects wit ...pdf

[📄] **Read Online** RT Essentials: Managing Your Team and Projects w ...pdf

RT Essentials: Managing Your Team and Projects with Request Tracker

By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley

In a typical organization, there's always plenty that to do such as: pay vendors, invoice customers, answer customer inquiries, and fix bugs in hardware or software. You need to know who wants what and keep track of what is left to do.

This is where a ticketing system comes in. A ticketing system allows you to check the status of various tasks: when they were requested, who requested them and why, when they were completed, and more. RT is a high-level, open source ticketing system efficiently enabling a group of people to manage tasks, issues, and requests submitted by a community of users.

RT Essentials, co-written by one of the RT's original core developers, Jesse Vincent, starts off with a quick background lesson about ticketing systems and then shows you how to install and configure RT. This comprehensive guide explains how to perform day-to-day tasks to turn your RT server into a highly useful tracking tool. One way it does this is by examining how a company could use RT to manage its internal processes. Advanced chapters focus on developing add-on tools and utilities using Perl and Mason. There's also chapter filled with suggested uses for RT inside your organization.

No matter what kind of data your organization tracks--from sales inquiries to security incidents or anything in between--*RT Essentials* helps you use RT to provide order when you need it most.

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley Bibliography

- Sales Rank: #320539 in Books
- Brand: Brand: O'Reilly Media
- Published on: 2005-08-28
- Released on: 2005-08-25
- Original language: English
- Number of items: 1
- Dimensions: 9.19" h x .50" w x 7.00" l, .80 pounds
- Binding: Paperback
- 218 pages

⬇ **Download** RT Essentials: Managing Your Team and Projects wit ...pdf

Editorial Review

About the Author

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, Jesse worked as the systems lead for a now-defunct dotcom and a software designer at Microsoft.

Robert Spier is a software engineer who has been working with RT for almost 7 years. When not managing other engineers at his day job, he moonlights as Best Practical's lead trainer, and maintains the perl.org infrastructure.

Dave Rolsky is a programmer, author, and activist with a background in music composition, and an obsession with Hong Kong films and the works of author Gene Wolfe. He has been actively developing Free Software (Perl) for several years and is a member of the Mason core development team.

Darren Chamberlain is system adminisitrator and recovering programmer living and working in the Boston area.

Richard Foley is a Munich based Perl and Oracle developer who spends most of his time programming, when he could be spending quality time with his family, walking or skiing in the nearby Alps. He has a technical illustration background, and has developed applications for the Aerospace, Internet and Banking industries. Responsible for maintaining the perlbug database, from 1997 to 2001, he was co-organiser ofYAPC::Europe::2002 and is a member of the YAPC::Europe committee, the group responsible for organizing Perl conferences in Europe.

Users Review

From reader reviews:

Joseph Felix:

Book will be written, printed, or highlighted for everything. You can understand everything you want by a e-book. Book has a different type. We all know that that book is important matter to bring us around the world. Close to that you can your reading talent was fluently. A guide RT Essentials: Managing Your Team and Projects with Request Tracker will make you to end up being smarter. You can feel a lot more confidence if you can know about everything. But some of you think which open or reading some sort of book make you bored. It is far from make you fun. Why they might be thought like that? Have you in search of best book or suitable book with you?

Donna Jost:

Would you one of the book lovers? If so, do you ever feeling doubt if you find yourself in the book store? Try and pick one book that you find out the inside because don't determine book by its deal with may doesn't work here is difficult job because you are afraid that the inside maybe not while fantastic as in the outside look likes. Maybe you answer is usually RT Essentials: Managing Your Team and Projects with Request Tracker why because the fantastic cover that make you consider with regards to the content will not disappoint a person. The inside or content is usually fantastic as the outside or even cover. Your reading sixth sense will directly make suggestions to pick up this book.

Eric Fincher:

You can get this RT Essentials: Managing Your Team and Projects with Request Tracker by check out the bookstore or Mall. Only viewing or reviewing it could possibly to be your solve difficulty if you get difficulties for ones knowledge. Kinds of this reserve are various. Not only simply by written or printed but also can you enjoy this book by e-book. In the modern era including now, you just looking by your local mobile phone and searching what their problem. Right now, choose your own personal ways to get more information about your guide. It is most important to arrange yourself to make your knowledge are still update. Let's try to choose appropriate ways for you.

Thelma Brady:

That reserve can make you to feel relax. That book RT Essentials: Managing Your Team and Projects with Request Tracker was multi-colored and of course has pictures on there. As we know that book RT Essentials: Managing Your Team and Projects with Request Tracker has many kinds or genre. Start from kids until teens. For example Naruto or Private investigator Conan you can read and feel that you are the character on there. So , not at all of book are usually make you bored, any it offers you feel happy, fun and rest. Try to choose the best book for you and try to like reading that will.

Download and Read Online RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley #3KTZDV61UOG

Read RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley for online ebook

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley books to read online.

Online RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley ebook PDF download

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley Doc

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley Mobipocket

RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley EPub

3KTZDV61UOG: RT Essentials: Managing Your Team and Projects with Request Tracker By Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain, Richard Foley