

The screenshot shows the main dashboard of the RT system. It features a navigation bar with links for Home, Simple Search, Tickets, Tools, Preferences, and Approval. The main content area is titled "RT at a glance" and includes several sections:

- 20 highest priority tickets I own:** A table listing tickets with columns for ID, Subject, Priority, Queue, and Status.
 

| #   | Subject  | Priority | Queue      | Status                     |
|-----|--|----------|------------|----------------------------|
| 175 | COLA Q330 Upgrade                                  | 5        | GSN        | open                       |
| 181 | ADK Q330 Upgrade and install VAWT                  | 3        | GSN        | (pending other Collection) |
| 112 | ADK Wind Generator Install                         | 2        | GSN        | open                       |
| 542 | FURI - DA-DP Comm-Link Degrading                   | 2        | GSN        | open                       |
| 532 | CCM Fiber Optic Cable Replacement and Q330 Upgrade | 1        | GSN        | open                       |
| 617 | Upgrade Firmware EPROMS on RefTek 130 products     | 0        | ANSS-depot | open                       |
- 20 newest unowned tickets:** A table listing tickets with columns for ID, Subject, Queue, Status, Created, and Take.
 

| #   | Subject   | Queue         | Status | Created      | Take |
|-----|---|---------------|--------|--------------|------|
| 363 | KNB: No Data  | ANSS-backbone | new    | 3 months ago | Take |
| 754 | GOGA: Data is flatlined/digitizer noise               | ANSS-backbone | new    | 5 weeks ago  | Take |
| 745 | FLWY: No Comm   | ANSS-backbone | new    | 5 weeks ago  | Take |
| 721 | US_GOGA   | ANSS-backbone | new    | 6 weeks ago  | Take |
| 664 | EGAK: New RTS to be shipped                           | ANSS-backbone | open   | 7 weeks ago  | Take |
| 658 | GOGA: metadata inconsistencies in start and end times | ANSS-backbone | new    | 7 weeks ago  | Take |
| 578 | metadata: NHSC HH channels sample rate                | ANSS-backbone | new    | 2 months ago | Take |
| 572 | MCCM: RTS is not responding                           | ANSS-backbone | new    | 2 months ago | Take |
| 475 | metadata: MNTX  | ANSS-backbone | new    | 3 months ago | Take |
| 462 | metadata: BOZ inconsist                               | ANSS-backbone | new    | 3 months ago | Take |
| 365 | KVTX: Low vertical sensitivity                        | ANSS-backbone | new    | 3 months ago | Take |
| 905 | Ground for McMillan vault Q330                        | GSN           | new    | 47 hours ago | Take |
| 861 | Granite STS-2 Baseplate for MSKU Gabon                | GSN           | new    | 8 days ago   | Take |
- Reminders:** A section for reminders.
- Quick search:** A table showing search results for various queues.
 

| Queue         | new | open | stalled |
|---------------|-----|------|---------|
| ANSS-backbone | 10  | 3    | 14      |
| ANSS-depot    | 0   | 1    | 0       |
| Facilities    | 4   | 2    | 1       |
| GSN           | 4   | 38   | 13      |
| IT            | 23  | 12   | 0       |
- GSN sorted by alpha:** A table showing a specific ticket entry.
 

| #   | Subject                           | Status       | Queue      | Owner       | Priority |
|-----|-----------------------------------|--------------|------------|-------------|----------|
| 181 | ADK Q330 Upgrade and install VAWT | open         | GSN        | kpersefield | 3        |
|     | ggyure@usgs.gov                   | 5 months ago | 5 days ago | 5 days ago  | 0        |

Screen shot of the page that pops up after LOGIN. It shows my highest priority tickets followed by the newest unowned (unassigned tickets). We have various projects in this system. There are a number of sort features. You can sort tickets by project, alphabetically, by date (ascending or descending), by creator, by owner and others.

The screenshot shows the "Customize RT at a glance" page. It allows users to modify their dashboard layout. There are two main sections:

- RT at a glance: body:** A drag-and-drop interface where users can select items from an "Available" list and place them into a "My Tickets Unowned Tickets" box. The available items include: MyAdminQueues, MyReminders, MySupportQueues, QuickCreate, Quicksearch, RefreshHomepage, My Tickets, Unowned Tickets, Saved Search: resolved stations, and Saved Search: 10 Latest resolved tickets. There are also buttons for "Reset to default", "Delete", and "Refresh".
- RT at a glance: summary:** A similar drag-and-drop interface for a summary view. The available items include: MyAdminQueues, MyReminders, MySupportQueues, QuickCreate, Quicksearch, RefreshHomepage, My Tickets, Unowned Tickets, Saved Search: resolved stations, and Saved Search: 10 Latest resolved tickets. There are also buttons for "Delete" and "Refresh".

You can edit the way you see RT at a glance. Customize your experience.

**Create a new ticket**

Queue: GSN    Status: new    Owner: Nobody

Requestors: kpersefield

Cc:

Admin Cc:

Subject:

GSN Stations  
Select one value  
 (no value) | ADK | AF1 | ANMO | ANMX  
 Input must match [Mandatory]

GSN Equipment Affected  
Select multiple values  
 (no value) | Air Conditioner | Backup Power (UPS) | Raler | Batteries  
 Input must match [Mandatory]

GSN Problem/Symptom/Observation  
Select multiple values  
 (no value) | Adjustment Required | Broken | Calibration | Comm - Intermittent  
 Input must match [Mandatory]

GSN Failure Category  
Select multiple values  
 (no value) | Comm-link | Commercial Comms | DAS | Nature  
 Input must match [Mandatory]

Action Level  
Select one value  
 (no value) | IMMEDIATE | INACTIVE | ROUTINE  
 Input must match [Mandatory]

Attach file:  Browse... Add More Files

Describe the issue below:

This is a screen shot showing the criteria the GSN project uses to create a new ticket.

**#542: FURI - DA-DP Comm-Link Degrading**

Display History Basics Dates People Links Reminders Jumbo    Comment Reply Resolve

**Ticket metadata**

**The Basics**

**Id:** 542  
**Status:** open  
**Left:** 0 min  
**Priority:** 2/5  
**Queue:** GSN

**Custom Fields**

**GSN Stations:** FURI  
**GSN Equipment Affected:** Short-haul Communication  
**GSN Problem/Symptom/Observation:** Comm - Intermittent  
**GSN Failure Category:** Comm-link  
**Action Level:** IMMEDIATE

**People**

**Owner:** kpersefield  
**Requestors:** jdedwards <jdedwards@usgs.gov>  
**Cc:**  
**AdminCc:**

**Reminders**

**New reminder:**

**Subject:**   
**Owner:** Nobody  
**Due (yyyy/mm/dd):**  Choose a date  
 Save

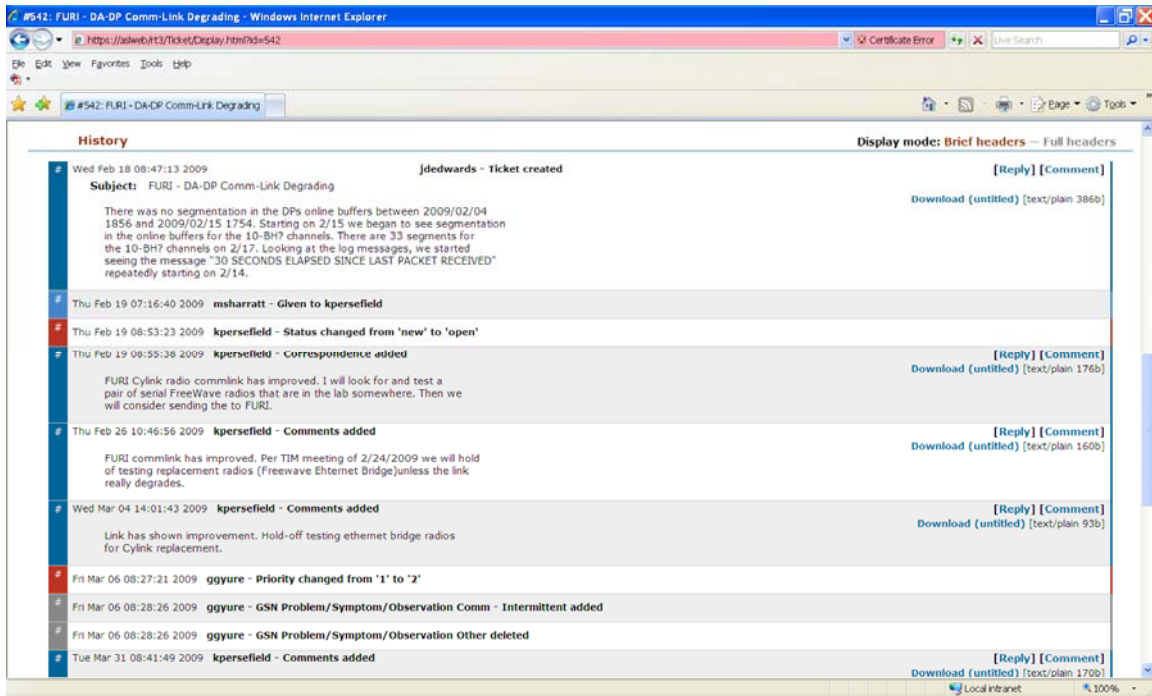
**Dates**

**Created:** Wed Feb 18 08:47:13 2009  
**Starts:** Not set  
**Started:** Thu Feb 19 08:53:23 2009  
**Last Contact:** Thu Feb 19 08:55:38 2009  
**Due:** Thu Feb 19 15:31:55 2009  
**Closed:** Not set  
**Updated:** Mon May 04 09:48:48 2009 by nziegelman

**Links**

**Depends on:**  
**Depended on by:**  
**Parents:**

This is a screen shot of an active open ticket. Note that you can set a reminder for you to periodically check up on the job.



As you scroll down on the active open ticket, you'll see the history section. This is where comments or replies are added. This program does not automatically add E-mail into history. But you can cut and paste content from a multitude of documents including pertinent E-mail.

**When a trouble ticket is created, an E-mail like below is created.**

X-IronPort-Anti-Spam-Filtered: true  
X-IronPort-Anti-Spam-Result: Ah8IAPeOM0mIsXkU/2dsb2JhbACSFr4Wgn0  
X-IronPort-AV: E=Sophos;i="4.33,695,1220248800";  
d="scan'208";a="230437681"  
Subject: [asl-rt #100] FURI - No telemetry data  
From: "Joel Edwards via RT" <gsnmaint@usgs.gov>  
Reply-To: gsnmaint@usgs.gov  
X-RT-Loop-Prevention: asl-rt  
RT-Ticket: asl-rt #100  
Managed-by: RT 3.6.5 (<http://www.bestpractical.com/rt/>)  
RT-Originator: jdedwards@usgs.gov  
X-RT-Original-Encoding: utf-8  
Date: Mon, 01 Dec 2008 08:19:30 -0700  
X-MIMETrack: Itemize by SMTP Server on gscodenh01/SERVER/USGS/DOI(Release  
8.0.1|February  
07, 2008) at 12/01/2008 08:19:30,  
Serialize by POP3 Server on gsnmalbm01/SERVER/USGS/DOI(Release  
8.0.1|February  
07, 2008) at 12/01/2008 08:19:58

Mon Dec 01 08:19:30 2008: Request 100 was acted upon.  
Transaction: Ticket created by jdedwards  
Queue: GSN  
Subject: FURI - No telemetry data  
Owner: Nobody  
Requestors: jdedwards@usgs.gov  
Status: new  
Ticket <URL: <https://aslweb/rt3/Ticket/Display.html?id=100> >

Dear Abebe,

We stopped receiving data from the DP around 11:44 UTC on November 29.  
Attempts to telnet to and ping the DP have failed.  
Is there power to the station? Can you check if the DP is hung. If so,  
please reboot the system by pressing the red reset switch once.

Thank you!

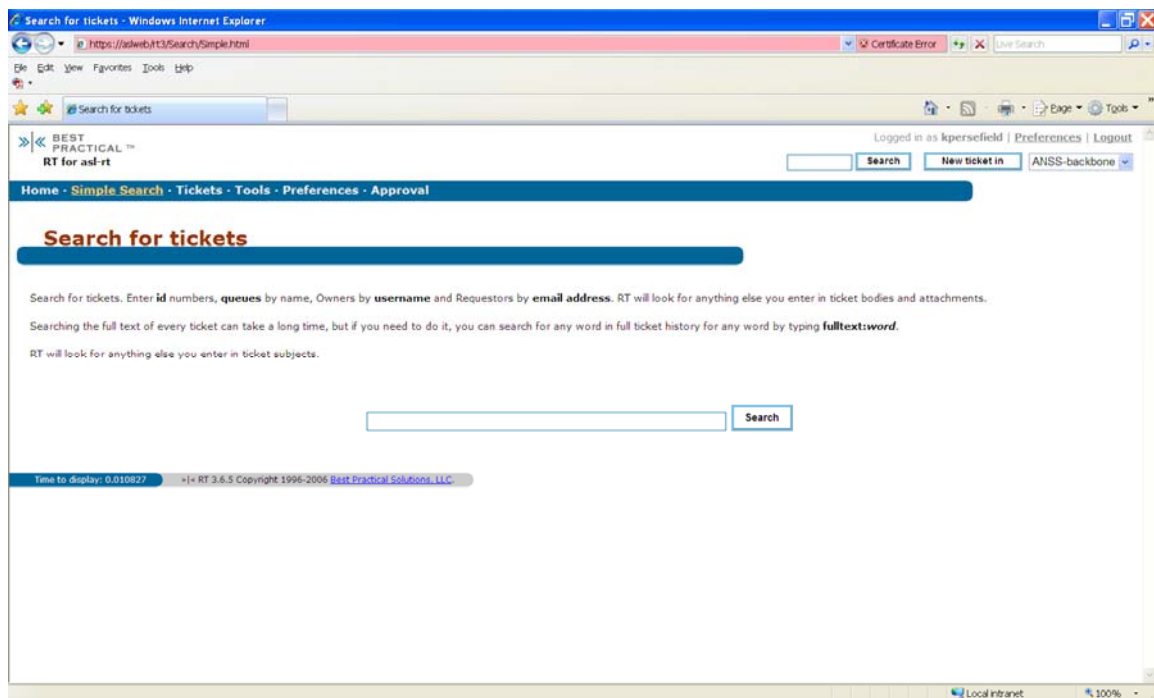
Regards,  
Joel

**When a ticket is “resolved” and closed an E-mail is generated like below.**

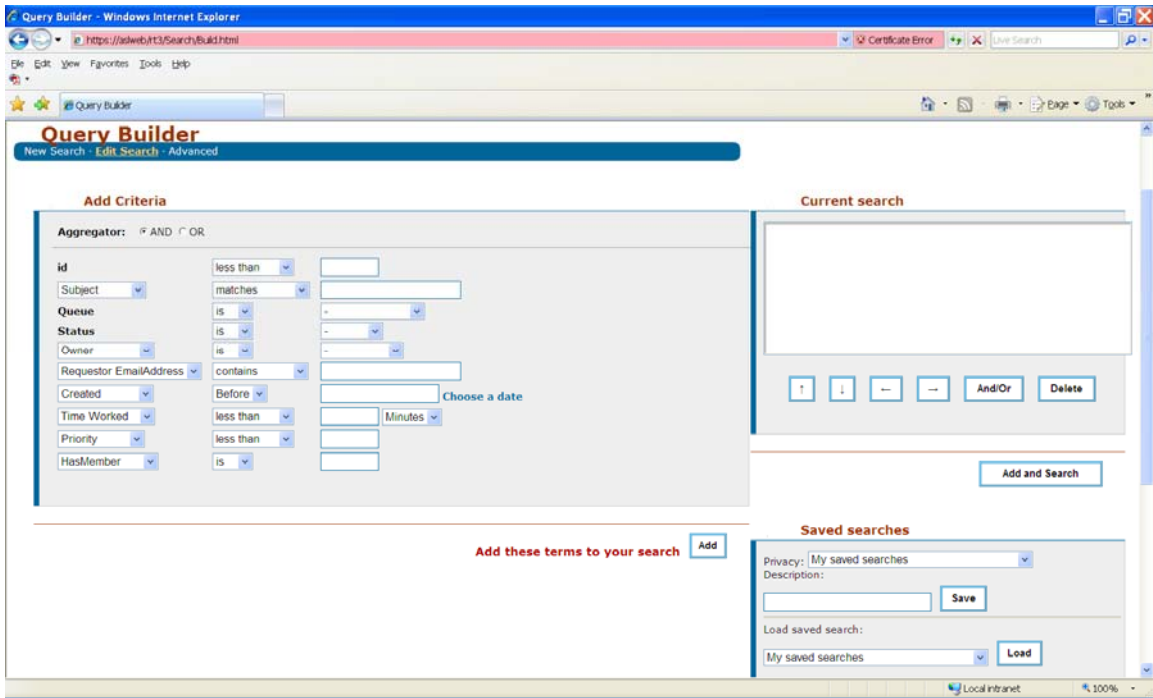
X-IronPort-Anti-Spam-Filtered: true  
X-IronPort-Anti-Spam-Result: AjYJAHcy00mIsXkU/2dsb2JhbACNFIdpggC6J4N7Bg  
X-IronPort-AV: E=Sophos;i="4.39,307,1235977200";  
d="scan'208";a="3399725"  
Subject: [asl-rt #301] FURI - No telemetry data since 2009/01/03 @ 0736 UTC  
From: "Neil Ziegelman via RT" <gsnmaint@usgs.gov>  
Reply-To: gsnmaint@usgs.gov  
X-RT-Loop-Prevention: asl-rt  
RT-Ticket: asl-rt #301  
Managed-by: RT 3.6.5 (<http://www.bestpractical.com/rt/>)  
RT-Originator: nziegelman@usgs.gov  
X-RT-Original-Encoding: utf-8  
Date: Wed, 01 Apr 2009 10:26:56 -0600  
X-MIMETrack: Itemize by SMTP Server on gscodenh01/SERVER/USGS/DOI(Release  
8.0.2FP1|January  
12, 2009) at 04/01/2009 10:26:56 AM,  
Serialize by POP3 Server on gsnmalbm02/SERVER/USGS/DOI(Release  
8.0.2|August  
07, 2008) at 04/01/2009 10:35:42

Wed Apr 01 10:26:56 2009: Request 301 was acted upon.  
Transaction: Status changed from 'open' to 'resolved' by nziegelman  
Queue: GSN  
Subject: FURI - No telemetry data since 2009/01/03 @ 0736 UTC  
Owner: nziegelman  
Requestors: ggyure@usgs.gov, jdedwards@usgs.gov  
Status: resolved  
Ticket <URL: <https://aslweb/rt3/Ticket/Display.html?id=301> >

Original problem was resolved by replacing the Lamarch batteries and asking operator to check the DA batteries which was responded to but not detailed enough to say DA batteries were tested in same manner as requested. Since DA has been running continuously for past 35 days I'd say the DA batteries are still fine since they were replaced new about two years ago. A new ticket #456 was opened for DA-DP commlink degradation and overlaps this resolved ticket.



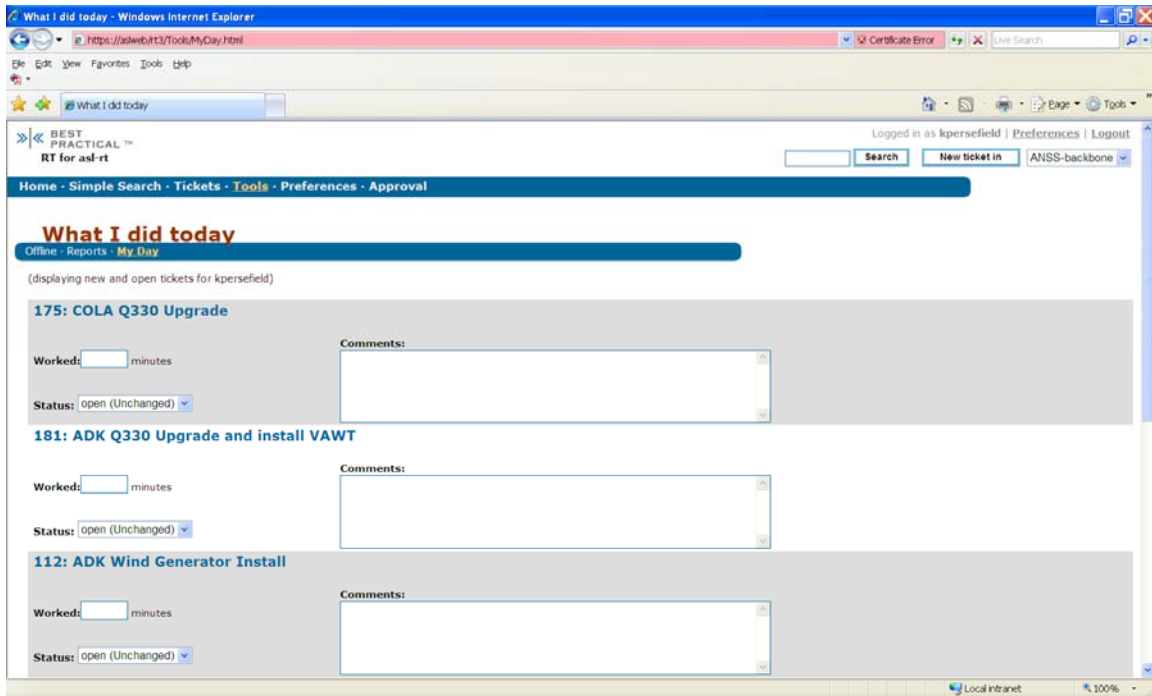
Above is the simple search for finding trouble tickets.



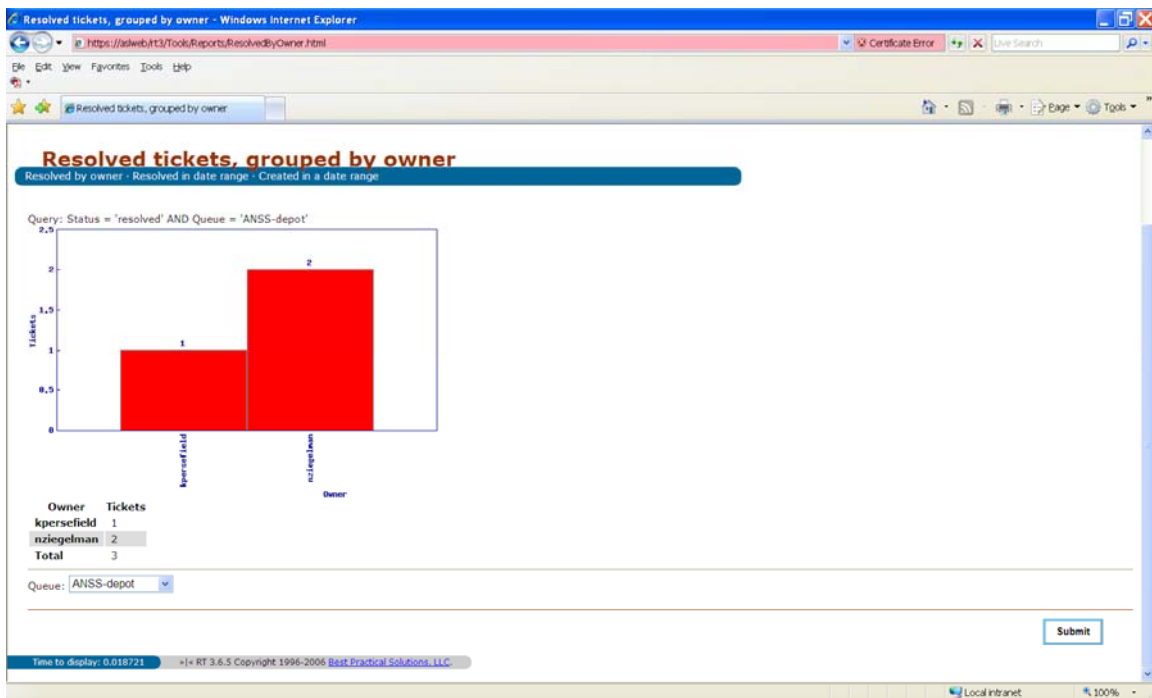
Underneath the simple search, you can set your search criteria.

| #   | Subject Requestors  | Status Created           | Queue Told | Owner Last Updated          | Priority Time Left |
|-----|---|--------------------------|------------|-----------------------------|--------------------|
| 43  | FURI Clock String<br>msharratt@usgs.gov   | resolved<br>6 months ago | GSN        | dmanderson<br>5 months ago  | 1<br>0             |
| 100 | FURI - No telemetry data<br>jdedwards@usgs.gov  | resolved<br>5 months ago | GSN        | Nobody<br>5 months ago      | 1<br>0             |
| 161 | FURI - No telemetered data since 2008/12/04 @ 1518 UTC<br>jdedwards@usgs.gov                | resolved<br>5 months ago | GSN        | jdedwards<br>5 months ago   | 1<br>0             |
| 256 | FURI No data see LISS page<br>msharratt@usgs.gov  | resolved<br>4 months ago | GSN        | jdedwards<br>4 months ago   | 1<br>0             |
| 301 | FURI - No telemetry data since 2009/01/03 @ 0736 UTC<br>ggvure@usgs.gov, jdedwards@usgs.gov | resolved<br>4 months ago | GSN        | nziegelman<br>5 weeks ago   | 4<br>0             |
| 456 | FURI DA-DP commlink interference<br>ggvure@usgs.gov   | resolved<br>3 months ago | GSN        | kpersefield<br>2 months ago | 1<br>0             |
| 542 | FURI - DA-DP Comm-Link Degrading<br>jdedwards@usgs.gov                                      | open<br>2 months ago     | GSN        | kpersefield<br>2 months ago | 2<br>0             |
| 581 | FURI - No telemetry data since 2009/02/25 @ 1141 UTC<br>jdedwards@usgs.gov                  | resolved<br>2 months ago | GSN        | Nobody<br>2 months ago      | 1<br>0             |
| 651 | FURI - No connection from NEIC since 2009/03/11 @ 0457 UTC<br>jdedwards@usgs.gov            | resolved<br>2 months ago | GSN        | Nobody<br>2 months ago      | 1<br>0             |
| 660 | FURI - No telemetry data since 2009/03/16 @ 0920 UTC<br>jdedwards@usgs.gov                  | resolved<br>7 weeks ago  | GSN        | Nobody<br>7 weeks ago       | 1<br>0             |
| 824 | FURI - No telemetry data since 2009/04/17 @ 1617 UTC<br>jdedwards@usgs.gov                  | resolved<br>2 weeks ago  | GSN        | Nobody<br>13 days ago       | 1<br>0             |
| 884 | FURI - No telemetry data since 2009/05/01 @ 0838 UTC<br>jdedwards@usgs.gov                  | resolved<br>6 days ago   | GSN        | jdedwards<br>5 days ago     | 1<br>0             |
| 893 | FURI - No telemetry data since 2009/05/04 @ 0421 UTC<br>jdedwards@usgs.gov                  | resolved<br>3 days ago   | GSN        | jdedwards<br>2 days ago     | 1<br>0             |
| 909 | FURI - No telemetry data since 2009/05/06 @ 0637 UTC<br>jdedwards@usgs.gov                  | resolved<br>28 hours ago | GSN        | jdedwards<br>26 hours ago   | 1<br>0             |

Above is a search just using the station code FURI for all resolved tickets for this station. This is a good history report.



You can add how much time you spent on a ticket each day. Good management tool.



You can get a number of reports. The above shows resolved tickets by group and how many tickets were closed by the owners. Gives management that all important “Big Brother” look at the performance of employees.