

((otrs))

▪ OTRS Administrator Unix/Linux ▪

Benefit from a quick and concise insight into the systems functional principles and prepare yourself to become real a OTRS professional.

OPERATING SYSTEM: UNIX/Linux

Your OTRS Administrator is going to be trained to install, backup & restore OTRS on UNIX / Linux platforms, e.g. SuSE Linux Enterprise Server (SLES), Red Hat Enterprise Linux (RHEL), Debian Linux, Gentoo Linux, Fedora Core, Open BSD, FreeBSD etc.

DESCRIPTION

This training addresses future OTRS administrators that need to be able to perform specific OTRS administration tasks like the system configuration user- and authorization management or customization. But there is more than that. The administrator will get an extensive view of the OTRS internals and will carry out a complete OTRS installation and configuration. Participants will learn how the different parts of the system are related to each other. We'll have a look at the current OTRS configuration opportunities, especially the so called 'Sysconfig' to ensure a sound understanding of how OTRS may be customized according to your and/or your customers needs. The training is going to provide you with a huge variety of examples and ensures a maximum transfer of practical experiences out of several successful implementation projects.

	Sound understanding of software architectures	✓
Recommended knowledge and preconditions	Deep knowledge in Unix / Linux (e.g. LPIC1)	✓
	Good knowledge of standard protocols e.g. SMTP, POP3, HTTP, FTP	✓
	Good knowledge in HTML, SQL	✓
	Practical experiences with directory services like MS Active Directory, OpenLDAP, Novell eDirectory etc.	✓
	Knowledge in using an editor	✓
	Knowledge of Apache, MTA (e.g. Postfix, Sendmail)	✓



Agenda

DAY	TIMELINE	CONTENT
1 st Day		
	08:45am - 09:00am	Reception of the participants
	09:00am – 09:30am	Introductions <ul style="list-style-type: none"> ▪ Who is who ▪ Objectives ▪ Individual expectations in reference to the training
	09:30am - 10:00am	History of OTRS, OTRS AG & OTRS Inc. <ul style="list-style-type: none"> ▪ Who is ((otrs)) ▪ Open Source & the underlying business model ▪ Business service overview ▪ Roadmap
	10:00am - 10:30am	Basics - Part one <ul style="list-style-type: none"> ▪ Mapping of OTRS naming to real world expressions: Queue, Agent, Customer, Ticket, Article, Owner & Responsible, Status, Lock, Priority, Eskalation, Type, Service & SLA
	10:30am - 12:00am	Basics - Part two <ul style="list-style-type: none"> ▪ Overview of OTRS frontends <ul style="list-style-type: none"> › Agent Frontend › Customer Frontend › Public Frontend ▪ A generic ticket-workflow <ul style="list-style-type: none"> › Creating tickets › Escalating & forwarding tickets › The ticket lifecycle › The statistics generator › Working with a knowledge base / FAQs › Agent Preferences
	12:00am – 13:00am	Lunch Break
	13:00am – 2:30pm	Building queue structures <ul style="list-style-type: none"> ▪ Exemplary design of a queue structure ▪ Evaluation of pros & cons of certain concepts
	2:30pm – 4:30pm	Authorization concept <ul style="list-style-type: none"> ▪ Groups ▪ Roles ▪ Permissions (ro, create, move, priority, note, compose, etc.)
	4:30pm – 5:30pm	Round Table – Q & A - Discussion about the contents presented





DAY	TIMELINE	CONTENT
2nd Day		
	09:00am – 09:15am	Round Table – Q & A regarding the 1 st days results
	09:15am – 10:30am	Installation of OTRS <ul style="list-style-type: none"> Installation of needed software packages from the sources Using specific package managers Installation of OTRS using RPMs
	10:30am – 12:00am	Learning about the Administrator Frontend <ul style="list-style-type: none"> Creating Queues Exemplary queuestructures for different Use Cases Use Cases using customized modules Creating & assigning (auto-)answers Maintaining Notications, Types, Services & SLA Generic Agent Postmaster Filter
	12:00am – 13:00am	Lunch Break
	13:00am – 4:30pm	<input type="checkbox"/> Configuration using the SysConfig <ul style="list-style-type: none"> Definition of service level window calendars Free Fields (FreeTextFields, FreeTimeFields) Enhancements & customizing masks Connecting a SMTP server Best Practice Features
	4:30pm – 5:00pm	Round Table – Q & A - Discussion about the contents presented
3rd Day		
	09:00am – 09:15am	Round Table – Q & A regarding the 2 nd days results
	09:15am – 10:30am	OTRS Filesystem Hierarchy <ul style="list-style-type: none"> The OTRS directory guide - where to find what? Scripts & Tools
	10:30am – 12:00am	Customizing & Creation of OTRS installation packages (OPM) <ul style="list-style-type: none"> Changing the customer frontend templates according to your Corporate Design Tickettemplates Building OTRS installation packages
	12:00am – 13:00am	Lunch Break
	13:00am - 4:30pm	File based configuration using the Config.pm <ul style="list-style-type: none"> How to connect to different application databases <ul style="list-style-type: none"> MySQL Oracle PostgreSQL MS SQL Using directory services as customer database Using SQL databases as customer database Using directory services for authentication of customers and agents
	4:30pm – 5:00pm	Round Table – Q & A – Final discussion





OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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