

OTRS Help Desk Administrator Training for UNIX / Linux

Take advantage of everything OTRS Help Desk has to offer! Our extensive training will make you an OTRS Help Desk professional in no time.

Content

Your OTRS Administrator will be trained to install, backup and 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.

This training is intended for new OTRS administrators to perform specific OTRS tasks, including: System configuration, User and authorization management and Customization.

Administrators will receive in-depth training on the OTRS core system and will perform a complete OTRS installation and configuration.

Trainings also provide basic tools for designing queue structures and authorization concepts. The installation of an OTRS system and individual administration of frontend modules are covered in more depth with practical exercises.

The training takes an extensive look at SysConfig and its approx. 1,000 options. The connection to mail systems and directory services is also implemented in practice. Additional areas covered include adjusting corporate design, packaging changes and looking at the central configuration file 'Config.pm', ticket ACLs and workflow automation.

Prerequisites

- Good understanding of web-based software architectures
- Proficiency in Unix / Linux (i. e. LPIC1)
- Familiarity with standard web protocols e.g. SMTP, POP3, HTTP, FTP
- Good knowledge of HTML, SQL
- Practical experience with directory services like MS Active Directory, OpenLDAP, Novell eDirectory etc.
- Experience in using editors e. g. UltraEdit, VI, VIM
- Ability to configure web and mail servers

Benefits

- Fast Go-live for OTRS and Administrators
- Quick roll-out of business process requirements
- Draw on our experience from more than 1,000 implementation projects
- When you book as an in-house training, contents can be tailored to your individual needs

1. Training day

Time	Content
9:00am – 9:30am	Introduction
9:30am – 10:00am	Basics – Part 1 <ul style="list-style-type: none">▪ Adjusting of OTRS terminology to fit your organization:<ul style="list-style-type: none">- Queues, Agents and Customers, Tickets and Articles, Owner and Responsible, Status, Lock, Priority, Escalations, Ticket-Types, Services and SLA
10:00am – 12:00am	Basics – Part 2 <ul style="list-style-type: none">▪ Overview of OTRS frontends<ul style="list-style-type: none">- Agent frontend- Customer frontend- Administrator frontend▪ The generic ticket-workflow (lifecycle)▪ Frontend configuration▪ Creating tickets, adding notes, priorities, change states, move tickets▪ Escalating and forwarding tickets▪ Report generation▪ Working with the knowledge base▪ Agent preferences
12:00am – 1:00pm	Lunch break
1:00pm – 2:30pm	Building queue structures <ul style="list-style-type: none">▪ Sample design of a queue structure▪ Evaluation of pros and cons of certain concepts
2:30pm – 4:30pm	The integrated roles- and authorization concept <ul style="list-style-type: none">▪ Groups and Users (agents, customers)▪ Roles▪ Authorizations
4:30pm – 5:00pm	Round table - Q & A

2. Training day

Time	Content
9:00am – 9:15am	Round table - Q & A
9:15am – 10:30am	Installation of OTRS <ul style="list-style-type: none"> ▪ Installation of required software packages from the sources ▪ Usage of 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 and assigning (auto-)answers ▪ Maintaining Notications, Types, Services & SLA ▪ Generic Agent ▪ Postmaster Filter
12:00am – 1:00pm	Lunch break
1:00pm – 4:30pm	Configuration using the SysConfig <ul style="list-style-type: none"> ▪ Definition of working calendars ▪ Free Fields (FreeTextFields, FreeTimeFields) ▪ Enhancements and customizing masks ▪ Connecting a SMTP server ▪ Activation of Best Practice Features
4:30pm – 5:00pm	Round table - Q & A



As Experts for efficient Service Management solutions all our consultants are ITIL-certified and bring substantial experience into your project.

3. Training day

Time	Content
9:00am – 9:15am	Round table - Q & A
9:15am – 10:30am	OTRS Filesystem Hierarchy <ul style="list-style-type: none">▪ The OTRS directory guide - where to find what?▪ Scripts and tools
10:30am – 12:00am	Customizing an Creation of OTRS installation packages <ul style="list-style-type: none">▪ Changing the customer frontend templates according to your corporate design▪ Ticket templates▪ Building OTRS installation packages (OPMS)
12:00am – 1:00pm	Lunch break
1:00pm – 4:30pm	File based configuration using the Config.pm <ul style="list-style-type: none">▪ How to connect to different application databases: MySQL, Oracle, PostgreSQL, Microsoft SQL▪ Using directory services as a customer database▪ Using SQL databases as a customer database▪ Using directory services for authentication of customers and agents
4:30pm – 5:00pm	Round table - Q & A

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