

Issue Tracking With RT

Rob Austein <sra@hactrn.net>
58th IETF, Minneapolis

What is RT?

Name stands for "Request Tracker"

General purpose "ticketing" system

Basic concepts:

- Users
- Tickets
- Queues

Interfaces

- Web
- Email

Not particularly customized for IETF issue tracking

Getting Started (1)

Entry point link and FAQ at <http://rt.psg.com/>

RT system itself is at <https://rt.psg.com/>

- Uses private certificate authority (CA)

- See <http://rt.psg.com/> for link to CA Cert

- PGP signature of CA Cert available

Public (read-only) access:

- username "ietf"

- password "ietf"

To create or modify tickets you need an account

- Account name will be your email address

- What you can do is controlled by ACL system

- One account can interact with any number of queues

If you need help, contact:

- rt-admin@rt.psg.com

How RT works

This part is not specific to IETF usage

Basic model:

Tickets...

...are organized into queues...

...which are manipulated by users...

...if the ACL system thinks they have the appropriate rights.

Ticket states:

new

open

resolved

(and a few others)

Ticket lifecycle:

Created

Taken by (or assigned to) a user

Opened

Updated

Resolved (closed)

About the "IETF RT" system at rt.psg.com

Not claiming that this is any kind of official service, just had to call it something...

Consists of an RT installation plus some scripts we wrote

Not the latest version of RT, because of the scripts

We're working on it and will upgrade when we can

Default settings customized to expected IETF usage

Most settings can be modified if appropriate

rt.psg.com default setup

Default ACL setup

- Allows anybody to read (eg, ietf/ietf)

- Allows only queue admins to create/modify/resolve tickets

Username are email addresses

- Because it was easier for us

Assumptions:

- Queues are either:

 - One queue per WG or

 - One queue per WG "project" (eg, document)

- Queue admins are:

 - WG chairs

 - Doc editors

rt.psg.com email setup

Incoming mail runs through spamassassin and tmda

- No appeal from SpamAssassin

- tmda challenges each user once, then whitelists

Setup to allow email ticket creation by the world is in place

- ACL disables this by default

Queue email addresses are of the form `rt+queueName@rt.psg.com`

- Because it lets us use a common processing setup

- Subject line checked for ticket ID

Getting started (2)

WG chairs can ask for one or more queues to be set up

What you need to tell us:

- Name of queue

 - <WG name> or <WG name> "-" <project>

 - Keep it fairly short

- Email addresses of people who should be queue admins

 - WG chairs

 - Doc editors

 - Whatever makes sense for your WG

- Any changes from the default setup

 - It's ok to defer this until you understand the default setup :)

More stuff on top of this (1): Templates

Some WGs are using templates to structure their issue tracking

At the moment they're doing this manually

Should be easy to do this via a web form if a WG wants to do so

Web form would generate mail to rt

More stuff on top of this (2): Watchers

One can configure an RT queue to have "watchers"

Watchers receive copies of all ticket actions

One might conceivably want to have a mailing list as a "watcher"

Probably not a WG's main discussion list, but that's your choice

Requires some setup, can look into streamlining this given sufficient interest

All good clean fun, but...

"It's not the purchase price of the notebook that's the problem, it's the upkeep"

This is a tool, not a magic bullet

Somebody has to drive it

And it's worth every penny you paid for it

Questions?
