

BFTV Cluster Request Tracker (RT) System

The Request Tracker ticketing system helps cluster administration respond to support issues in each of the cluster's functional areas. Using the RT system for support requests provides a valuable mechanism for workflow process mapping and metrics evaluation, in addition to being an efficient way to handle support issues.

Each functional area has an email address that is routed through the RT system. To make a request, send an email to the appropriate address.

Account Management: bftvacct@ucdavis.edu

Advising: bftvadvising@ucdavis.edu

Computing: bftvtech@ucdavis.edu

Human Resources: bftvhr@ucdavis.edu

Payroll: bftvpay@ucdavis.edu

Purchasing: bftvbuy@ucdavis.edu

Additional information regarding the assigned responsibilities for each functional area can be viewed on the Who Does What? page (<http://bftv.ucdavis.edu/index.html?normode=whodwa>) of the BFTV Cluster (<http://bftv.ucdavis.edu>) website

Using the RT system allows your request for support to be examined by the entire team in each area. Each team is expected to take a request and respond to the requestor within 1 business day. Most tickets can be resolved within a few days, but each team has defined resolution times based on the complexity of the request. The IT Timelines (<http://bftv.ucdavis.edu/pdfs/IT%20Timelines%203-27-13.pdf>) document summarizes expected times to complete various tasks for the IT support team.

Life-cycle of a Request Tracker ticket

A support request ticket is created in the RT system when you send an email to one of the addresses listed above. **Note:** Be sure to use your ucdavis.edu address so the system can properly identify you. Describe your support issue in the body of the message. Please provide as much information as possible about your request. You should get a response within one business day. Resolutions may take longer depending on the unit responding and the complexity of the request.

When your request enters the system, a notification email is created by RT and sent to the area team members. The ticket will then be taken by one of the team members for processing. You may receive follow-up emails from the team member for clarification or additional information. All email correspondence on a particular ticket is recorded in the system and archived.

A team member will close the ticket once the support request has been resolved. You can re-open an old ticket by sending a reply to the notification you received when the ticket was created. You can also re-open a ticket by sending a reply to any message in the email conversation for that ticket. **Important:** Do not modify the subject line of the RT email. The unique ticket number must be present in the original format in order for the RT system to correctly process the email.

To view your tickets go to <https://rt.bftv.ucdavis.edu/SelfService/>.