Ticketing System Resource Request

When running on a single server, RT tends to run into a lot of troubles. Because of this we suggest using two separate servers to work together, a database and a webserver.

Database

Resource Tracker (RT) is able to be run through five database types, MySQL, MariaDB, PostgreSQL, Oracle and SQLite. For the purposes of this report, we will be ignoring Oracle and SQLite as these are database servers that are not officially supported through the Azure service. As PostgreSQL is something that none of us working on the project have experience with, we will also be ignoring it for this.

	Memory	Storage	Price Monthly	Price Annually
MariaDB	2gb	5gb	$35.96	$431.52
MySQL	2gb	5gb	$35.96	$431.52

As MariaDB and MySQL both have the same pricing, we're suggesting we go with MariaDB as it is the faster of the two services, is open source and already has several tutorials for instillation with RT created, something that is very useful for a novice group. This is putting our initial cost at **$35.96 NZD monthly** or **$431.52 NZD annually**, for 2gb of memory and 5gb of storage. We expect we will not need to allocate additional memory or storage as we're working with a very small group, however this can be scaled up in the future if required.

Web Server

RT requires FastCGI support. Because of this, we will be running an Ubuntu VM with Apache installed. A template can be found here. Going through old documentation for RT informed us that we will require under 2GB RAM and 4GB disk space. Due to these low requirements, we're able to go with a B1MS Ubuntu VM which comes with 2GB RAM and 4GB storage.

	Price Monthly	Price Annually
No Reserve	$15.11	$181.33
1 Year Reserve	$8.98	$107.49
3 Year Reserve	$5.77	$69.2

The cheapest we're able to get this solution is **$500.72 annually**, however this requires a three-year commitment. Going with no commitment brings the price up to **$612.85**. Worse case scenario, it's still significantly cheaper to go about it with this option compared to others.

Software Requirements
Hardware Requirements
VM Pricing