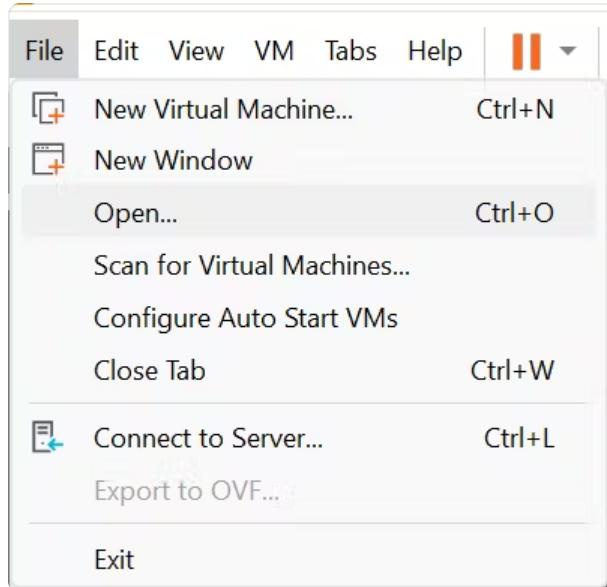


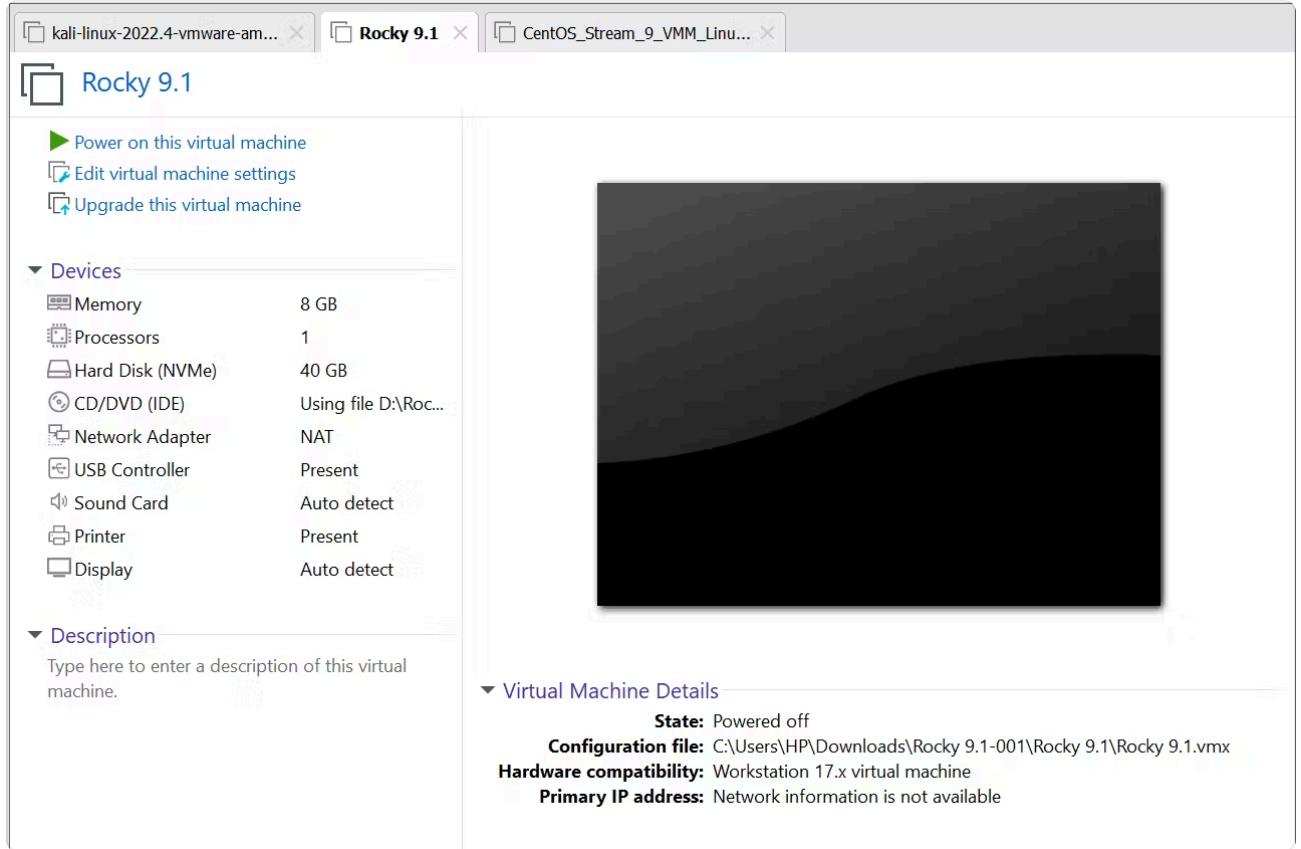
OTRS - INCIDENT RESPONSE TICKETING SYSTEM - MINI LAB

1. On your PC's Desktop, open the folder named SECPLUS. There's a text file that contains the google drive of the activity for today.

Reference: https://drive.google.com/drive/folders/1-b9a0WzKXwc_-k970MOvpl26nlr0tk9b?usp=sharing

2. Open the ITIL folder and download the Rocky Linux.
3. Once Downloaded, open your VMWARE. File → Open → (locate your Rocky Linux) and Power it on once imported.





4. After powering it on, use the credentials to log in

CREDENTIALS:

UN : root

Pass: root

```
Rocky Linux 9.4 (Blue Onyx)
Kernel 5.14.0-427.33.1.e19_4.x86_64 on an x86_64

Activate the web console with: systemctl enable --now cockpit.socket

odoo-01 login: root
Password: _
```

5. Get the IP address of your Virtual Machine, using:

Command: ip addr

```

Last login: Fri Oct 25 21:52:01 on ttys0
[root@odoo-01 ~]# ip addr
1: lo: <LOOPBACK,UP,LOWER_UP> mtu 65536 qdisc noqueue state UNKNOWN group default qlen 1000
    link/loopback 00:00:00:00:00:00 brd 00:00:00:00:00:00
    inet 127.0.0.1/8 scope host lo
        valid_lft forever preferred_lft forever
    inet6 ::1/128 scope host
        valid_lft forever preferred_lft forever
2: ens160: <BROADCAST,MULTICAST,UP,LOWER_UP> mtu 1500 qdisc fq_codel state UP group default qlen 1000
    link/ether 00:0c:29:b5:5a:84 brd ff:ff:ff:ff:ff:ff
    altname enp3s0
    inet 192.168.140.130/24 brd 192.168.140.255 scope global dynamic noprefixroute ens160
        valid_lft 1709sec preferred_lft 1709sec
    inet6 fe80::20c:29ff:feb5:5a84/64 scope link noprefixroute
        valid_lft forever preferred_lft forever
[root@odoo-01 ~]# 

```

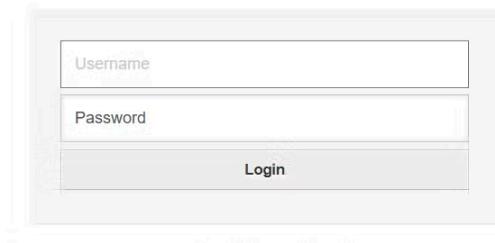
Note: Refer to the ens160 inet (ip should start in 192).

- Now, choose any browser and type in the following url in different tabs.

`http://IP ADDRESS/otrs/index.pl`

`root@localhost
C1sc0123$`

((OTRS)) Community Edition



Powered by ((OTRS)) Community Edition



<http://IP ADDRESS/otrs/customer.pl>

user1
C1sc0123\$\$

Login

User name	Password	Log In
-----------	----------	--------

[Forgot password?](#)

Not yet registered? [Sign up now.](#)

Powered by ((OTRS)) Community Edition



7. Go to the [index.pl](#) tab and search Queue. And add queues.

The screenshot shows the OTRS Community Edition Admin interface. At the top, there's a navigation bar with links for Dashboard, Customers, Calendar, Tickets, FAQ, Services, CMDB, Changes, Reports, Admin (which is highlighted), and a search icon. Below the navigation, there are several status messages in colored bars: a red bar stating 'Don't use the Superuser account to work with OTRS::ITSM 6! Create new Agents and work with these accounts instead. →', a yellow bar stating 'Please select a time zone in your preferences and confirm it by clicking the save button. →', and a red bar stating 'OTRS Daemon is not running. →'. On the left, there's a sidebar with a 'Filter for Items' input field containing 'queue', a 'Favorites' section with a note about adding items to favorites, and a 'Links' section. The main content area is titled 'Ticket Settings' and contains three cards: 'Queues' (Create and manage queues), 'Queues ↔ Auto Responses' (Link queues to auto responses), and 'Templates ↔ Queues' (Link templates to queues).

Add Queue

* Name:

Sub-queue of:

* Group:

Unlock timeout minutes:

0 = no unlock - 24 hours = 1440 minutes - Only business hours are counted.
If an agent locks a ticket and does not close it before the unlock timeout has passed, the ticket will unlock and will become available for other agents.

Escalation - first response time (minutes): (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If there is not added a customer contact, either email-external or phone, to a new ticket before the time defined here expires, the ticket is escalated.

Escalation - update time (minutes): (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If there is an article added, such as a follow-up via email or the customer portal, the escalation update time is reset. If there is no customer contact, either email-external or phone, added to a ticket before the time defined here expires, the ticket is escalated.

Escalation - solution time (minutes): (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If the ticket is not set to closed before the time defined here expires, the ticket is escalated.

* Follow up Option:

Specifies if follow up to closed tickets would re-open

* Ticket lock after a follow up:

If a ticket is closed and the customer sends a follow up

* System address:

Will be the sender address of this queue for emails

Default sign key:

To use a sign key, PGP keys or S/MIME certificate

* Salutation:

The salutation for email answers.

* Signature:

The signature for email answers.

Calendar:

* Validity:

Comment:

or

8. Search Customers and add customers and save.

Edit Customer

<p>* CustomerID: <input type="text" value="123"/></p> <p>* Customer: <input type="text" value="Accenture Philippines"/></p> <p>Street: <input type="text"/></p> <p>Zip: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Country: <input type="text"/></p> <p>URL: <input type="text"/></p> <p>Comment: <input type="text"/></p> <p>* Valid: <input type="text" value="valid"/></p>	<input type="button" value="Save"/> or <input type="button" value="Save and finish"/> or <input type="button" value="Cancel"/>
--	--

9. Go back to admin and search Customer Users, and create users.

Add Customer User

Title or salutation:	Ms.
* Firstname:	Allie
* Lastname:	Estrada
* Username:	
Password:	
* Email:	allie@accenturephilippines.com
* CustomerID:	
Phone:	
Fax:	
Mobile:	
Street:	
Zip:	
City:	
Country:	Philippines
Comment:	
* Valid:	valid

10. Add services.

Don't use the Superuser account to work with OTRS::ITSM 6! Create new Agents and work with these accounts instead. →

Please select a time zone in your preferences and confirm it by clicking the save button. →

OTRS Daemon is not running. →

[Go to overview](#)

Edit Service: AVERAGE HANDLING

Actions	* Service: AVERAGE HANDLING Sub-service of: <input type="text"/> Type: IT Operational Criticality: 4 high * Validity: valid Comment: <input type="text"/>
Save or Save and finish or Cancel	

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11. Add your service level agreements.

Dashboard Customers Calendar Tickets FAQ Services CMDB Changes Reports Admin 

Don't use the Superuser account to work with OTRS::ITSM 6! Create new Agents and work with these accounts instead. →

Please select a time zone in your preferences and confirm it by clicking the save button. →

OTRS Daemon is not running. →

Filter for Items service

Favorites You can add favorites by moving your cursor over items on the right side and clicking the star icon.

Links View the admin manual

Ticket Settings

Service Level Agreements Create and manage Service Leve...

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192.168.140.130/otrs/index.pl?Action=AdminSLA



Edit SLA

* SLA: 24 HOURS

Type: Availability

Service: BASIC HANDLING

Calendar:

Escalation - first response time (minutes): 1440 (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Escalation - update time (minutes): 1440 (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Escalation - solution time (minutes): 1440 (Notify by)
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Minimum Time Between Incidents (minutes): 0

* Validity: valid

Comment:

or or

12. Now, add your Customer-Services and save.

The screenshot shows the OTRS Community Edition Admin interface. At the top, there is a navigation bar with links for Dashboard, Customers, Calendar, Tickets, FAQ, Services, CMDB, Changes, Reports, Admin (which is currently selected), and a search icon. Below the navigation bar, there are three red status bars with messages: "Don't use the Superuser account to work with OTRS::ITSM 6! Create new Agents and work with these accounts instead. →", "Please select a time zone in your preferences and confirm it by clicking the save button. →", and "OTRS Daemon is not running. →". On the left, there is a sidebar with a "Filter for Items" input field containing "customer", a "Favorites" section with a note about adding items to favorites, and a "Links" section with a link to "View the admin manual". The main content area is titled "Users, Groups & Roles" and contains six cards: "Customers" (Create and manage customers), "Customers ↔ Groups" (Link customers to groups), "Customer Users" (Create and manage customer us...), "Customer Users ↔ Customers" (Link customer users to customers), "Customer Users ↔ Groups" (Link customer users to groups), and "Customer Users ↔ Services" (Link customer users to services). At the bottom of the page, the URL "192.168.140.130/otrs/index.pl?Action=AdminCustomerUserService" and the text "Powered by ((OTRS)) Community Edition" are visible.

13. Switch tab and go to [customer.pl](#) tab. And log in one of your users.

The screenshot shows the OTRS Customer login page for "Example Company". The title bar says "Example Company". The login form has fields for "Allie" (username) and "Log In" (password). Below the form are links for "Forgot password?" and "Not yet registered? Sign up now.". The browser address bar shows "Not secure | 192.168.140.130/otrs/customer.pl".

The screenshot shows the OTRS ticket creation interface for "Example Company". The title bar says "Example Company". The top navigation bar includes "Tickets" (selected), "FAQ", "Preferences", and "Logout Allie Estrada". The main form has fields for "Type", "To", "Service", "SLA", "Subject", and "Text". A rich text editor toolbar is visible above the "Text" field. The message area below the toolbar is empty. The browser address bar shows "192.168.140.130/otrs/index.pl?Action=CustomerTicketCreate&TicketID=1".

14. Create your first ticket and send it to the respective queue.

Example Company

The screenshot shows a ticket detail page for 'Allie Estrada' with the subject 'ASSITANCE FOR PHONE SETUP'. The ticket has been open for 8 minutes. The message body contains a note from the customer: 'Hi kindly assist me on setting up my phone for the office. Thank you'. The ticket details pane on the right shows the queue is 'BASIC TICKET', state is 'new', priority is '3 normal', and queue is 'BASIC TICKET'. There is also a note about opening links.

15. Go back to admin tab and click Ticket tab and Queue view.

The screenshot shows the ticket queue view for ticket #202410258800011. The ticket details pane on the left shows the following information:

Age	15 m
Created	10/25/2024 09:10:47
Service	BASIC HANDLING
Owner	Admin OTRS
Customer ID	123
Type	Incident:Major
Criticality	-
Priority	3 normal

The ticket body pane on the right shows the customer's note: 'Hi kindly assist me on setting up my phone for the office. Thank you'. The ticket status bar indicates it was created on 10/25/2024 at 09:10.

16. Click reply to note to answer the ticket.

The screenshot shows the 'Reply to note' screen for the ticket. The message body contains the customer's note: 'Hi kindly assist me on setting up my phone for the office. Thank you'. The ticket status bar indicates it was created on 10/25/2024 at 09:10.

17. Reply and make sure to check the is visible to customer and Submit.

▼ Add Article

* Subject: **ASSITANCE FOR PHONE SETUP**

Options: [FAQ]

* Text:

B I U S | **Format** | **Font** | **Size** | **A A Ix** | **Source** | **Ω , ;** | **X**

Hi, I will be assisting you today.

body

Attachments:

Click to select files or just drop them here.

Is visible for customer:

Time units (work units):

Submit or Save as new draft

18. Go back to customer tab and check if the response had been received.

Example Company

Tickets FAQ Preferences Logout Allie Estrada

Back

ASSITANCE FOR PHONE SETUP

Allie Estrada – ASSITANCE FOR PHONE SETUP 24 m
 "Admin OTRS" – ASSISTANCE FOR PHONE SETUP 2 m

From: "Admin OTRS"
 Subject: ASSITANCE FOR PHONE SETUP

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS). ×

Hi, I will be assisting you today.

Reply

Information

Ticket#: 2024102588000011
 State: new
 Priority: 3 normal
 Queue: BASIC TICKET
 Criticality: 3 normal

