

Team: Team 08

Inject Number: 17

Inject Duration: 110 Minutes

Inject Start Date/Time: Sat, 16 Mar 2019 00:49:48 +0000

From: Service Desk Mgr

To: Infrastructure Teams

Subject: O101 - Service Desk

Times are changing, and the board of directors believes that customer service is key to a successful business. We want to make sure our customers can easily engage support teams when they have problems with our services.

I've been researching several different help desk ticketing solutions and think I have found one that fits our needs! The solution is called OSTicket. Please stand up an instance of OSTicket, so that our customers may engage us ASAP! I've read that OSTicket can be run on Windows or Linux, so pick the operating system you think works best with our current architecture.

Please make sure that the new ticketing system can be reached via the public internet! We wouldn't want our customers having to place a support call. Make sure OSTicket is live and accessible via public internet by Saturday at 9:00 AM.

OSTicket should have an IP address of 172.25..155 and should resolve from osticket.local

Thank you,

The CIO

Thank you.

Service Desk Mgr