BEST PRACTICAL™

Got RT? Want Help?

RT Training

Best Practical created RT to help your organization get things done quickly and easily without important work slipping through the cracks.

We are pleased to offer an intensive one-day developer and administrator training session taught by the developers who built RT.

What it Covers

- RT's system architecture
- A guided tour of the RT source code
- Extension mechanisms you can use to customize RT
- How to tie RT into your existing authentication infrastructure
- Building your own tools that talk to the RT back-end
- Automating common procedures
- Customizing RT's workflow to match your own
- How to write custom reports based on RT's data

Coming Soon to a City Near You!

Amsterdam, Netherlands
Monday, January 9th, 2006

Boston, Massachusetts
Monday, February 6th, 2006

San Francisco, California
Monday, March 6th, 2006

How to Sign Up

Reserve your seat early as space at these public training sessions is somewhat limited. If you mention The Perl Review in your request, we'll take 5% off the $995 USD / 800 EUR cost of your seat. We also offer a 20% academic discount. Please contact us at training@bestpractical.com

For more information about private, on-site training please contact us at sales@bestpractical.com
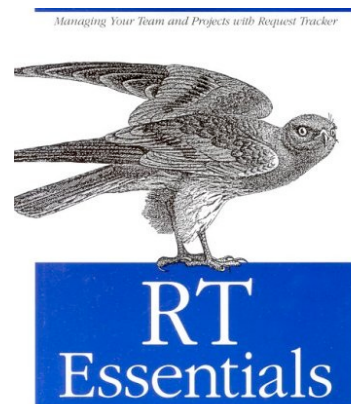
New to RT?

RT is the leading open-source issue-tracking system.

RT can help you keep track of issues of any kind: help-desk requests, customer service inquires, software defects, projects, network outages, you name it!

For more information contact sales@bestpractical.com

Can't Make It to Training?

Get up to speed with RT in a heartbeat with *RT Essentials* from O'Reilly Media. Cowritten by RT's designer, it's a must have reference for any RT administrator.

Managing Your Team and Projects with Request Tracker

RT Essentials

O'REILLY®
*Jesse Vincent, Robert Spier, Dave Rolsky,
Darren Chamberlain & Richard Foley*

Buy Your Copy Today!

http://rtbook.bestpractical.com