

Zammad: the new ticketing system used at CC-IN2P3

Thursday 28 October 2021 10:55 (25 minutes)

In late 2020, CC-IN2P3 decided to look for a service desk ticketing system as an alternative to OTRS. During last winter we carried out a search for a new candidate and chose Zammad. We transitioned to Zammad in summer and are now decommissioning OTRS. This talk will present the features offered by Zammad and the lessons learned from that transition.

Desired slot length

15' to 20'

Speaker release

Yes

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