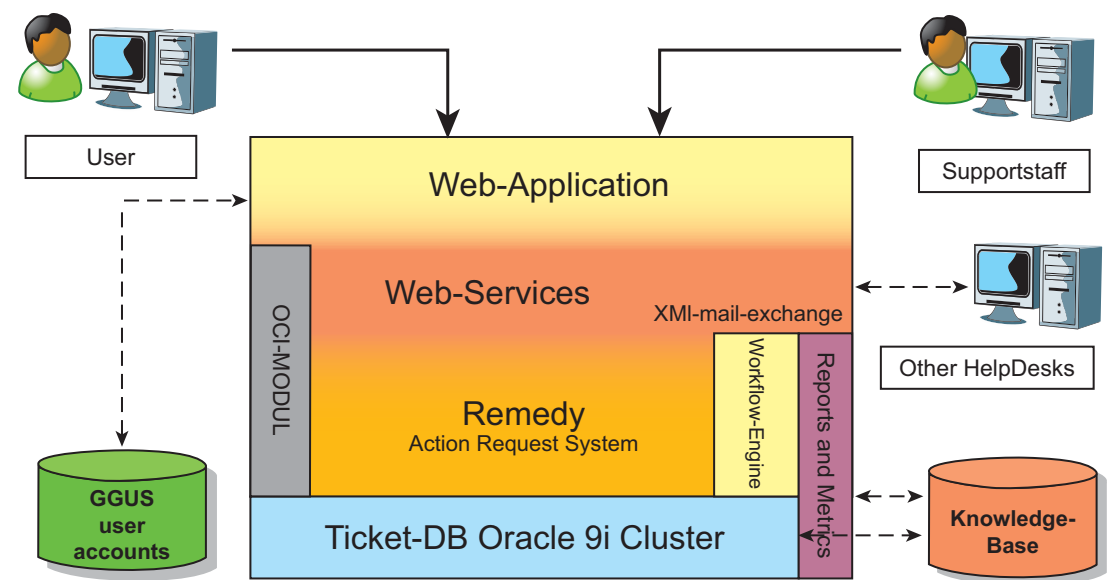


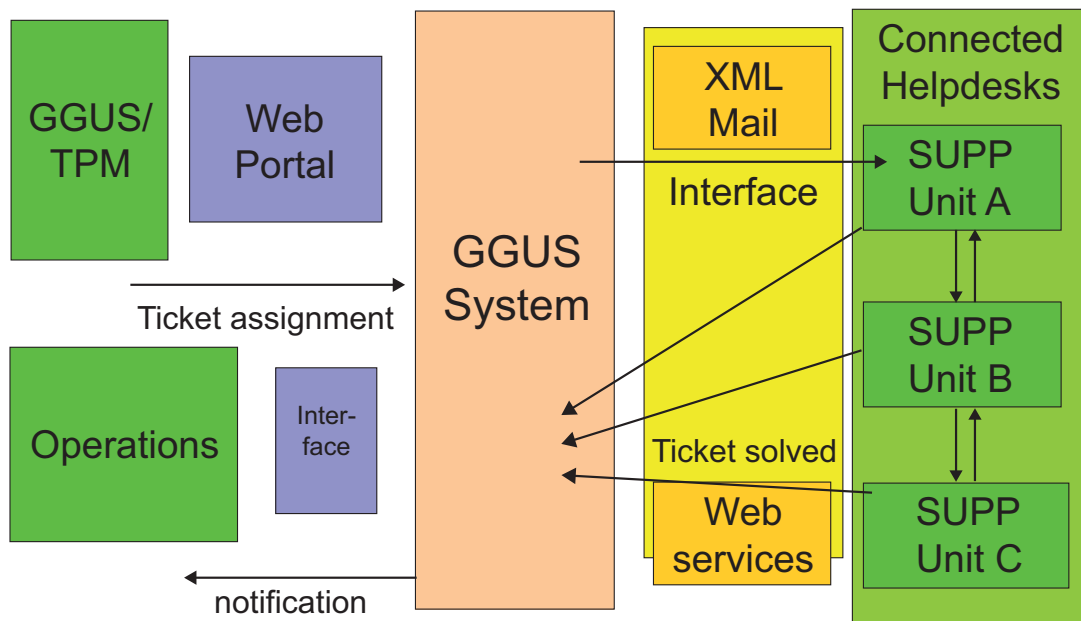
The GGUS helpdesk system

GGUS application model

- Web-Application based on a LAMP (Linux/Apache/MySQL/ PHP) environment, using SSL (secure socket layer)
- Remedy Action Request System (ARS), a development environment for automating Service Management business processes
- Provision of Web Services, which allow for easy data exchange with many of the interfaced ROCs and support units
- Oracle 9i database



Schematic view of data exchange



External web service call to Remedy ARS

- Remedy Action Request System Server provides the structure and the workflow for the ticket system
- Web services enable AR System functionality to be available over the Web (publishing)
- Enable the AR System applications to access third-party web services
- The mid-tier, as part of the ARS Server, gives the interface to the GGUS Web portal
- It handles the web service calls

