

Wikimedia OTRS: The first line of communication

Panel discussion
Wikimania 2009

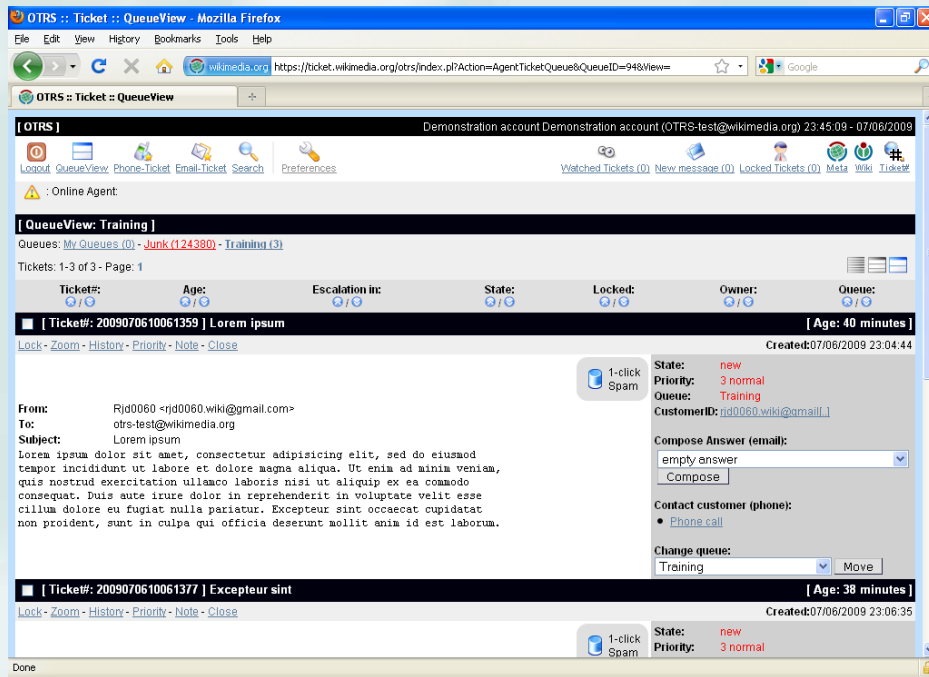
What is OTRS?

The screenshot shows the OTRS login page in a Mozilla Firefox browser window. The browser's address bar displays the URL <https://ticket.wikimedia.org/>. The page features a light blue background with several sections:

- Welcome to OTRS**: A login form with fields for "User:" and "Password:", and a "Login" button.
- News**: A section containing three news items:
 - February 1, 2009: A large number of tickets older than 30 days were accidentally deleted from the database. Recovery from backups will be attempted on the live DB.
 - January 30, 2009: OTRS has been upgraded to version 2.4. We have also moved it to a new dedicated server, and changed the URL to <https://ticket.wikimedia.org>.
 - January 29, 2009: OTRS 2.4 test server set up
- WIKIMEDIA**: The Wikimedia logo is displayed at the top of a sidebar.
- Language**: A dropdown menu set to "English" with a "Submit" button.
- Lost your password?**: A section with the text "(Request new password)" and a "User:" field with a "Submit" button.

The browser's status bar at the bottom left shows "Done" and a lock icon on the right.

What is OTRS?



- Open
- Ticket
- Response
- System
- An open-source trouble ticket system

What is OTRS?

- Used by the Wikimedia Foundation for questions, complaints, comments, and role accounts in multiple languages and for multiple projects
- Used by some Wikimedia chapters for role accounts
- Used by Wikimania organizing teams for role accounts

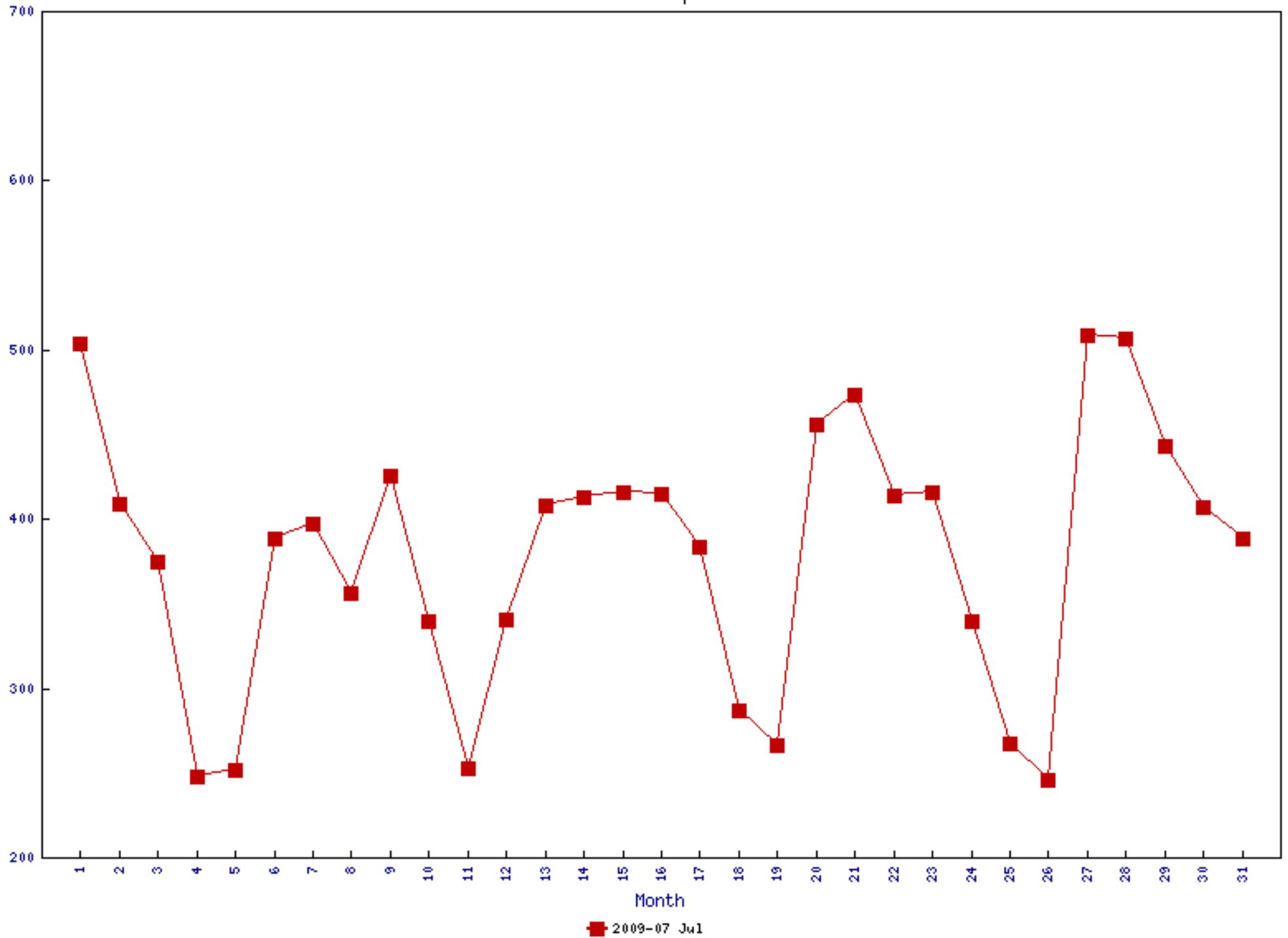
Who works in OTRS?

- Volunteers!
 - Generally recruited through page on Meta
 - Some given specific access because of their positions in chapters or on committees
- Some staff, depending on position
- Managed by volunteer administrators
- Admins managed by Cary Bass

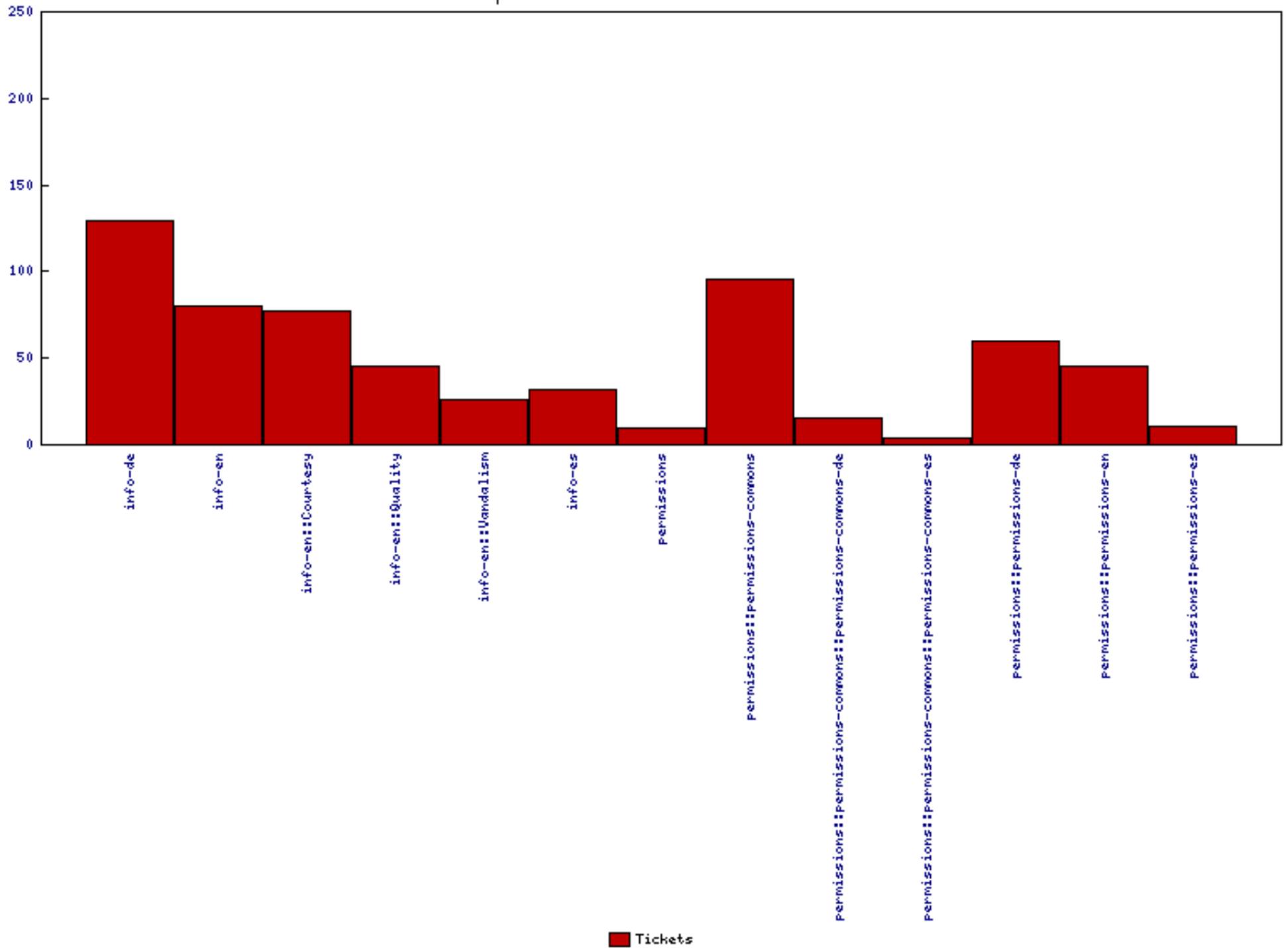
Queues

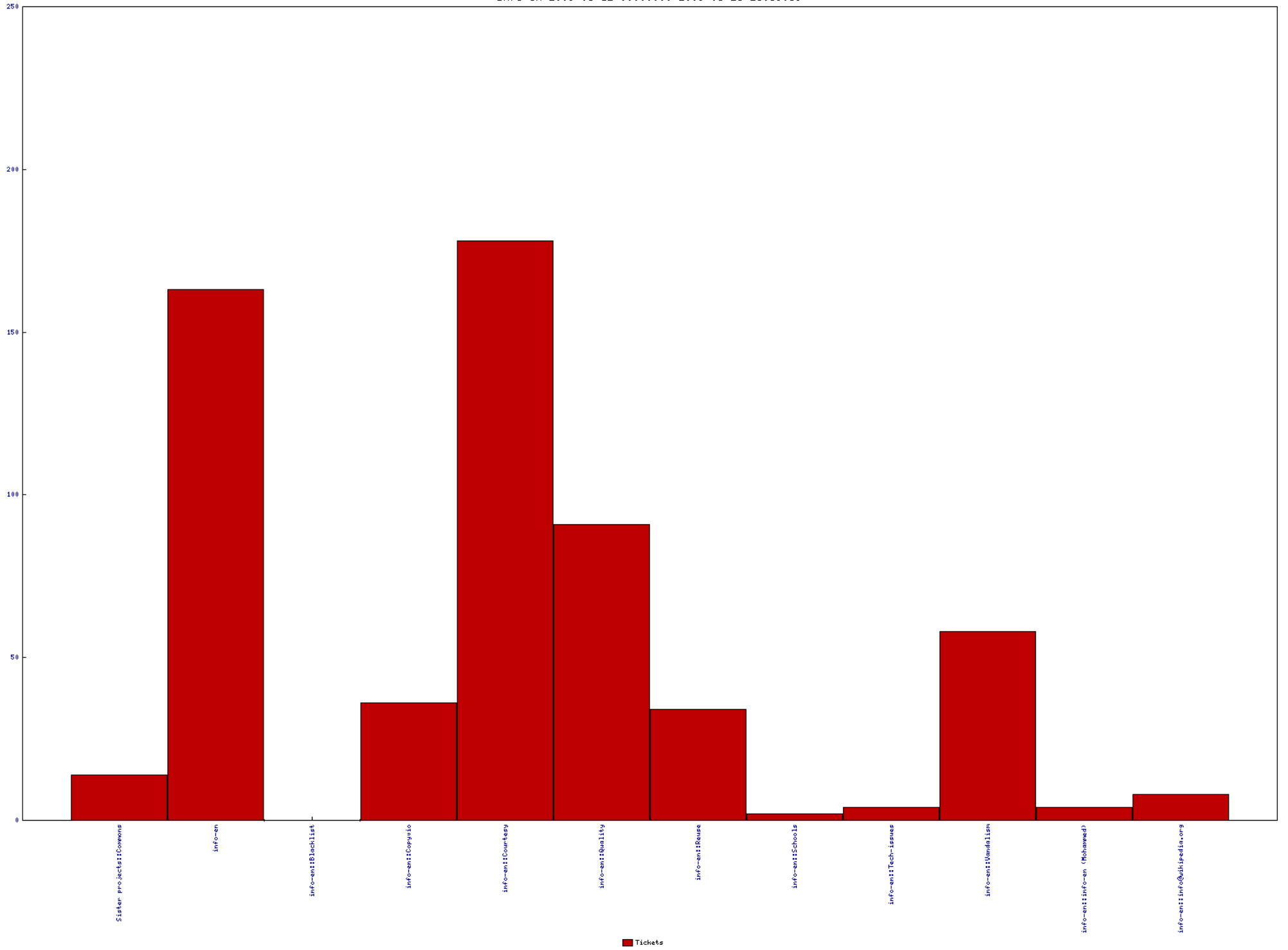
- Incoming messages are automatically sorted into queues based on content – just not perfectly!
- Major queues
 - Info queues and subqueues
 - Permissions queue and subqueues
 - Role boxes: press, Wikimania committees

List of queues



Traffic on selected queues 2009-08-17 00:00:00-2009-08-23 23:59:59





How tickets are handled

- Tickets arrive and are sorted into queues
- Volunteers with queue access review tickets
- If necessary, volunteer performs appropriate on-wiki action
- If necessary, volunteer responds
- If necessary, volunteer follows up

Major issues

Future direction

Questions?