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INCD Helpdesk: Migration from RT to Zammad

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In this presentation we will discuss our experience of migrating the INCD Helpdesk ticketing system from Request Tracker (RT) to Zammad. We will highlight the most relevant INCD requirements and Zammad features that led to the choice of this platform. We will also describe the required steps that were taken during the migration process, including data extraction from RT and the import into Zammad using the APIs of both platforms. To perform the migration of the tickets we took existing open source code that was significantly enhanced. These developments ensured the accurate migration of ~2500 tickets from different queues of RT, including attachments, user information, and preserving the integrity of each ticket history. We will also show the structure of our current implementation.

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