

Ticketing Evidence

Brief evidence pack for Zammad ticketing.

Project	SmartIoT Network Infrastructure Project
Team	SmartIoT Project Team
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Supervisor / Assessor	Paul Butters
Date	May 2026

1. Evidence Summary

Ticketing was added to prove that network and service issues can be recorded and tracked. Zammad was used as the ticketing platform and connected with the wider monitoring/automation evidence.

2. Ticketing Workflow

Stage	Description	Evidence required
Alert raised	A problem is detected by monitoring or manually created.	Zabbix problem screenshot.
Ticket created	A ticket is created in Zammad for the incident.	Ticket screen with ID, title and status.
Investigation	Engineer checks host/service and records notes.	Ticket notes or history.
Resolution	Issue is fixed or marked resolved.	Resolved ticket screenshot.

3. Team Roles

- Rui Ferns - created and tested the ticketing evidence.
- SmartIoT Project Team - project support and review.
- Paul Butters - marking/review stakeholder.

4. Screenshots to Add

Screenshot placeholder: Zammad dashboard

Screenshot placeholder: Example ticket opened from an alert

Screenshot placeholder: Ticket notes/history

Screenshot placeholder: Resolved/closed ticket evidence