

IT Service Management für KMUs - made in France

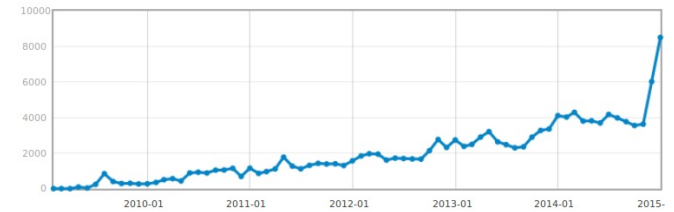


Produktteraten



iTop Verbreitung

- über 150.000 Downloads
 - über 4.000 neue pro Monat
 - v.a. D-A-CH, USA, Frankreich
- namhafte professionelle Anwender



CyberSource®
the power of payment

VISA

DATA BASE FACTORY

theben

AM
AgrarMarkt Austria

EUROMASTER

SAINT-GOBAIN

Inria
INVENTEURS DU MONDE NUMÉRIQUE

RÉSEAU FERRÉ DE FRANCE

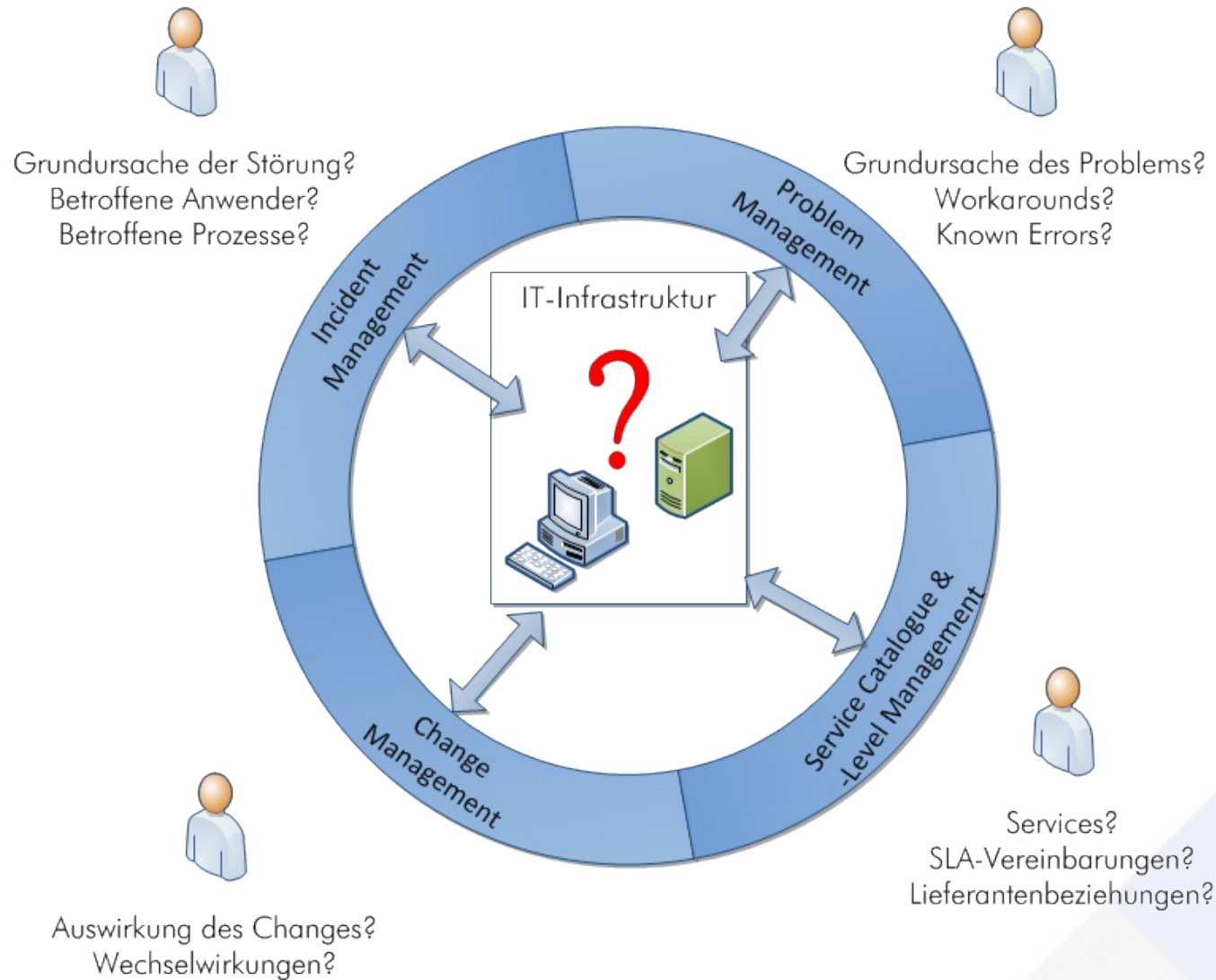
proxival
LES VALEURS DE L'INNOVATION

eVeePee

Groupe hardis

hp

IT-Betriebsprozesse





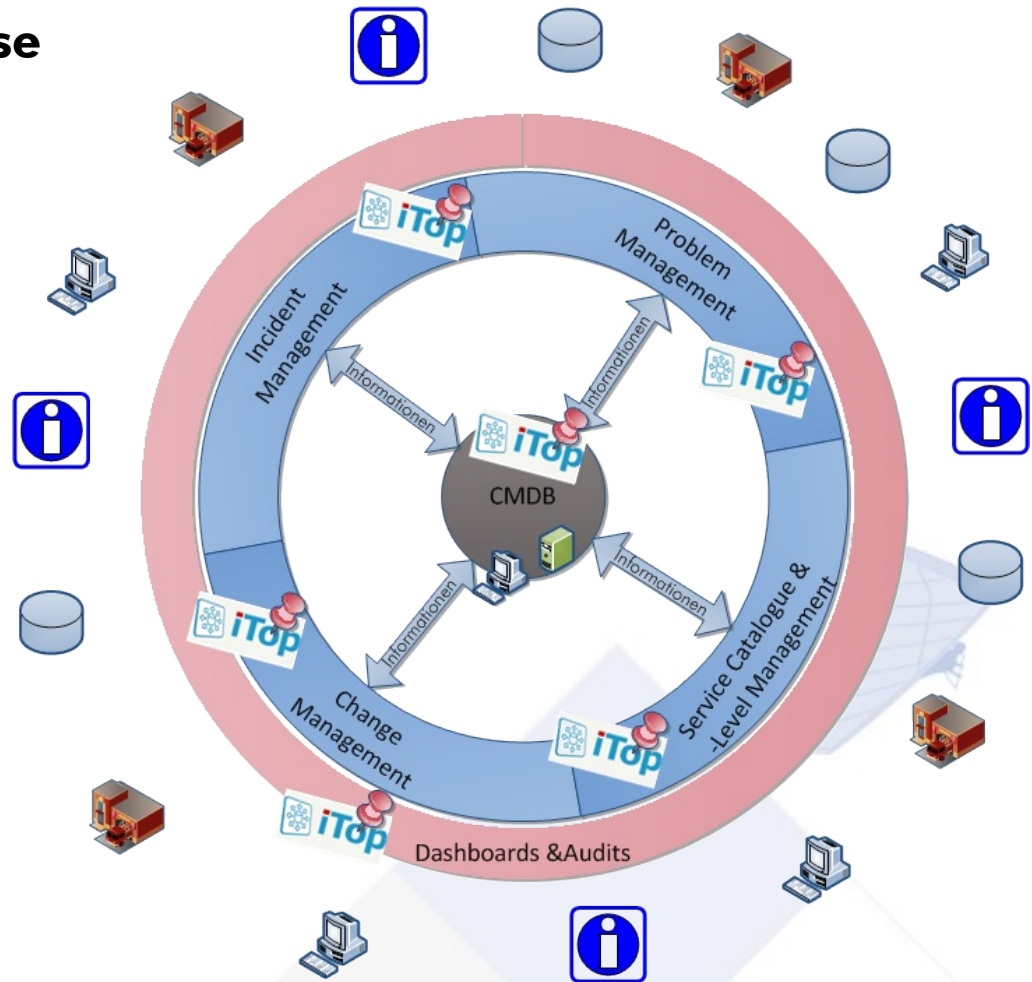
**Configuration Management Database
(Kern der Applikation)**

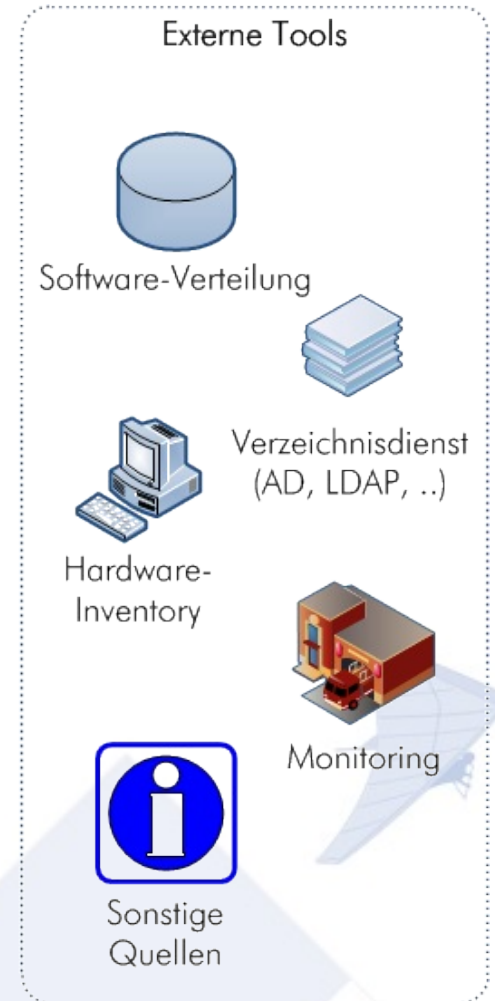
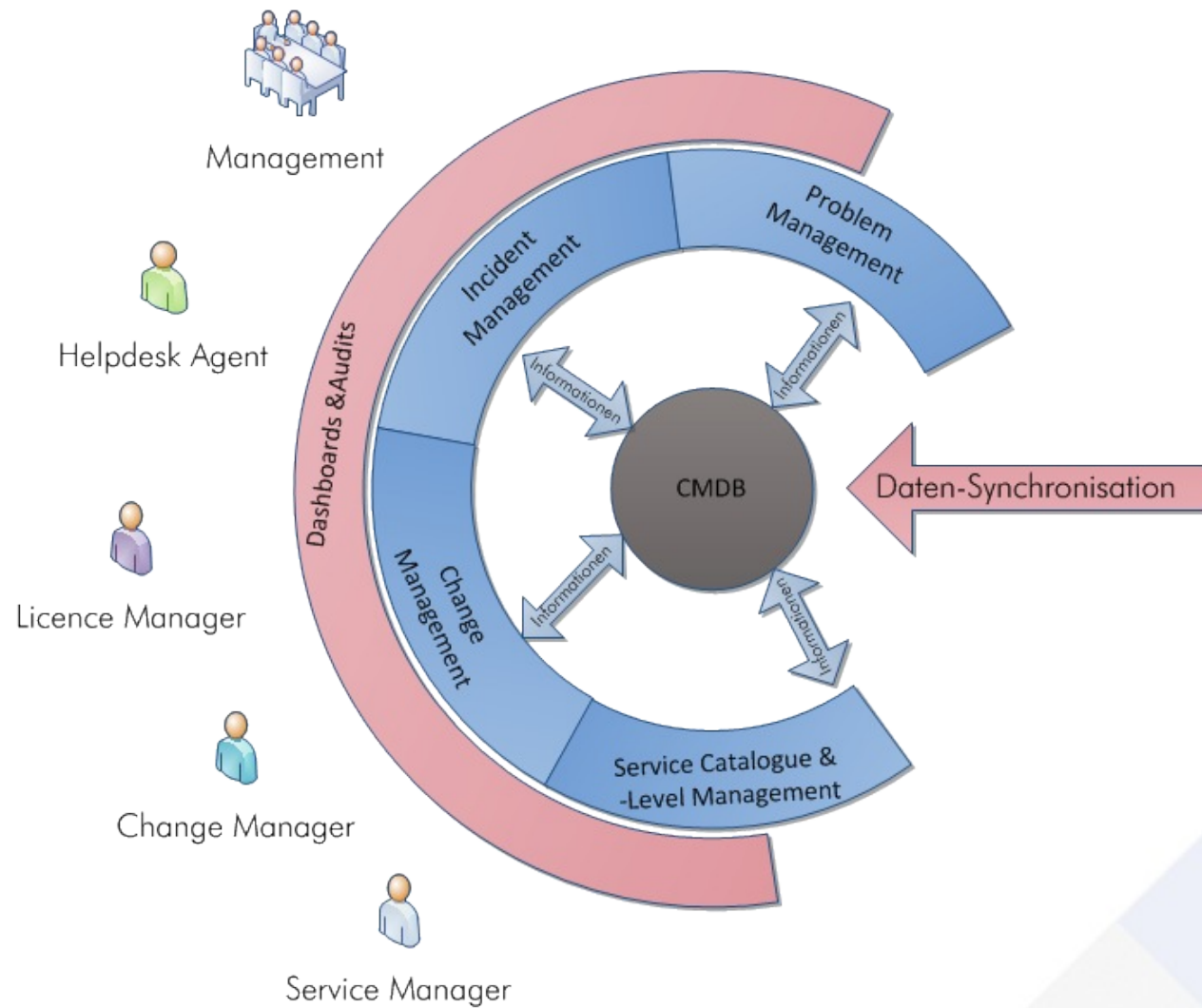
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Prozess Module

+

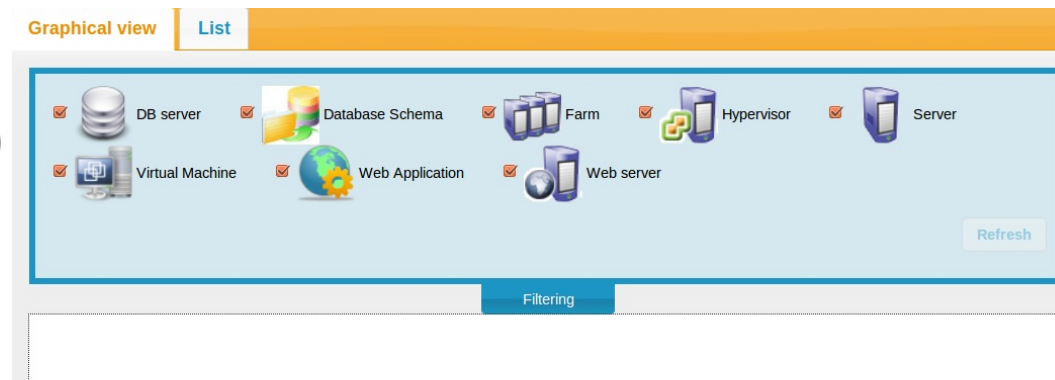
Externe Tools & Daten



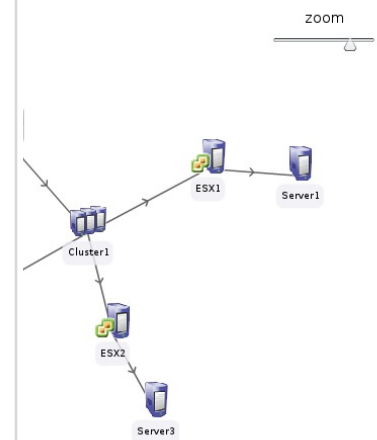


iTop - Datenmodell

- Vollständiges Datenmodell, umfasst u.a.
 - Rechenzentrums-Komponenten (Rack, Farm, Enclosure, Strom, ..)
 - Virtualisierung und Storage
 - Mobil- und Peripheriegeräte



- Configuration Management Core**
All the base objects that are mandatory in the iTop CMDB: Organizations, Locations, Teams, Persons, etc.
- Data Center Devices**
Manage Data Center devices such as Racks, Enclosures, PDUs, etc.
- End-User Devices**
Manage devices related to end-users: PCs, Phones, Tablets, etc.
- Storage Devices**
Manage storage devices such as NAS, SAN Switches, Tape Libraries and Tapes, etc.
- Virtualization**
Manage Hypervisors, Virtual Machines and Farms.



iTop Konzepte: integriertes Service Management



Das Service Mgmt Modul enthält Möglichkeiten, Services, SLAs, Provider und Customer Contracts zu definieren und auf Einhaltung zu prüfen

The screenshot shows the iTop web interface. On the left is a navigation sidebar with categories like Configuration Management, Helpdesk, Incident Management, Change management, Service Management (expanded to show Overview, Provider Contracts, Customer Contracts, Services, Service Subcategories, SLAs, and SLTs), and Data administration. The main content area is titled 'Dashboard for Service Management' and features a search bar at the top right. Below the title, there are two panels: 'Customer contracts to be renewed in 30 days' which displays a table with one row of contract data, and 'Provider contracts to be renewed in 30 days' which shows 'No object to display' and a link to create a new provider contract. The Combodo logo is visible at the bottom left of the sidebar.

Customer contracts to be renewed in 30 days

1 object(s) **Actions**

Customer Contract	Name	Customer	Start data	End date	Provider	Support team
Nw Management	Nw Management	Demo	2010-06-01 00:00:00	2010-07-14 00:00:00	Demo	NW support

Provider contracts to be renewed in 30 days

No object to display.

[Click here to create a new Provider Contract](#)

iTop 2.0 - Ticketing

- Ticketing mit Vorkonfiguration – auswählbar bei Installation:
 - Vereinfacht (für KMUs, kleinere IT-Abteilungen etc.)
 - ITIL-konform
 - Module für ITIL-Prozesse



Select the type of tickets you want to use in order to respond to user requests and incidents.



Select the type of tickets you want to use in order to manage changes to the IT infrastructure.

- Simple Ticket Management**
Select this option to use one single type of tickets for all kind of requests
- ITIL Compliant Tickets Management**
Select this option to have different types of ticket for managing user requests
Each type of ticket has a specific life cycle and specific fields
 - User Request Management**
Manage User Request tickets in iTop
 - Incident Management**
Manage Incidents tickets in iTop
- No Tickets Management**
Don't manage incidents or user requests in iTop

- Simple Change Management**
Select this option to use one type of ticket for all kind of changes.
- ITIL Change Management**
Select this option to use Normal/Routine/Emergency change tickets.
- No Change Management**
Don't manage changes in iTop

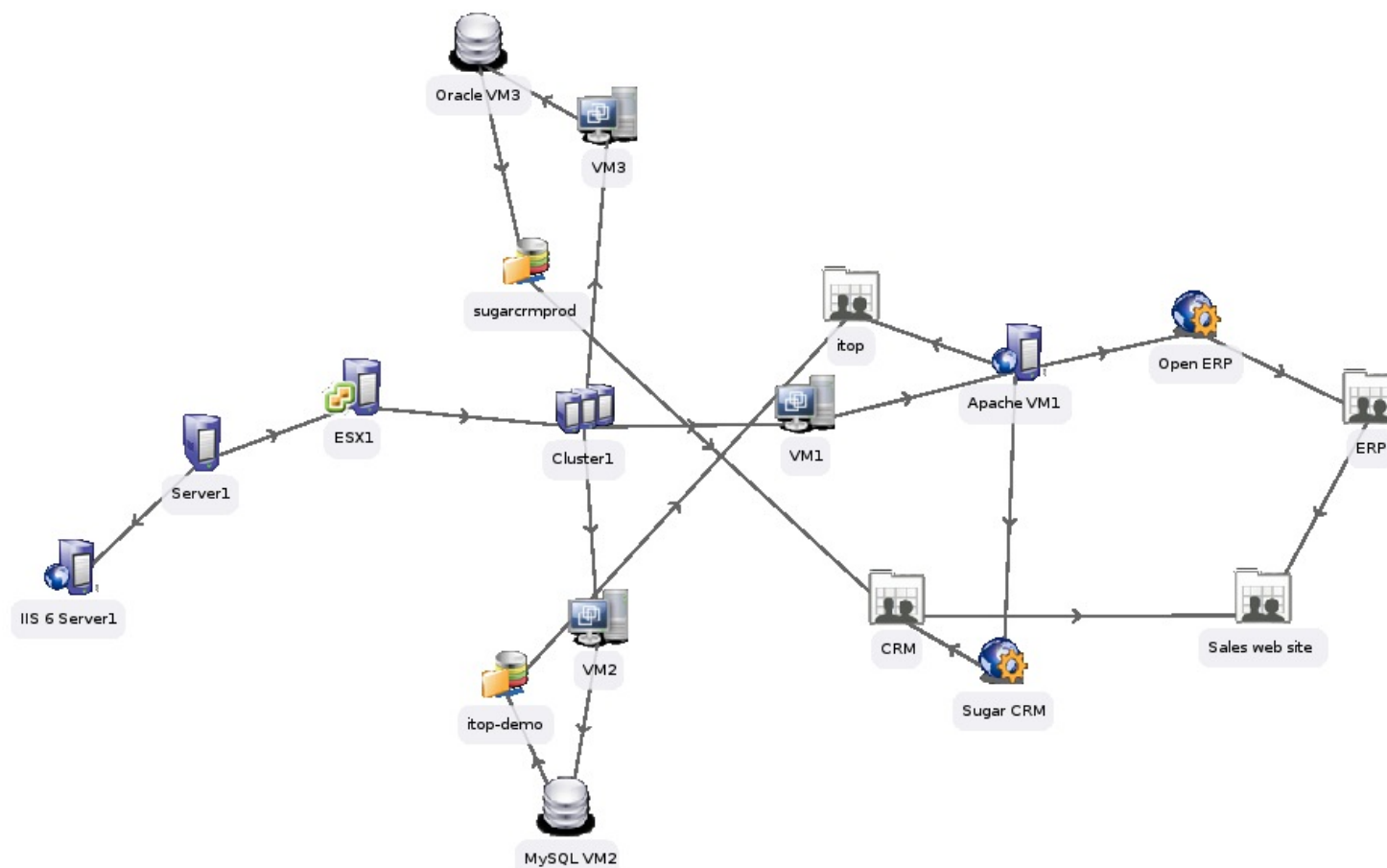


Pick from the list below the additional ITIL processes that are to be implemented in iTop.

- Known Errors Management**
Select this option to track "Known Errors" and FAQs in iTop.
- Problem Management**
Select this option track "Problems" in iTop.

iTop - Erweiterte CMDB


Die CMDB enthält auch Abhängigkeiten,
Personen, Teams, Services und SLAs



iTop 2.0 - Benutzerportal

- einfache, benutzerfreundliche GUI
- Suche
- Interaktion mit Helpdesk

Willkommen Henriette Kunde, von Demo



Zeige offene Requests Einen neuen Request erstellen Zeige geschlossene Requests Mein Passwort ändern Abmelden

Referenz: Gestartet: Schließdatum: Service: *beliebig*

Suche

Meine geschlossenen Requests

Gesamt: 1 Objekte.

Benutzeranfrage	Typ	Titel	Gestartet	Status	Service-Unterkategorie	Priorität	Melder
R-000003	Benutzeranfrage	Lüfter hat sehr lautes Laufgeräusch	2014-03-06 15:51:58	Geschlossen	Repair	Mittel	Henriette Kunde

Willkommen Henriette Kunde, von Demo



Zeige offene Requests Einen neuen Request erstellen Zeige geschlossene Requests Mein Passwort ändern Abmelden

Meine offenen Requests

Gesamt: 2 Objekte.

Benutzeranfrage	Typ	Titel	Gestartet	Status	Service-Unterkategorie	Priorität	Melder
R-000002	Benutzeranfrage	PIN falsch eingegeben, bitte entsperren	2014-03-06 15:49:16	Neu	Mobile phone/SIM unlocking	Hoch	Henriette Kunde
R-000001	Benutzeranfrage	Benötige upgrade auf SP3	2014-03-06 15:48:29	Neu	Software Installation / Upgrade	Mittel	Henriette Kunde

Meine gelösten Requests

Gesamt: 1 Objekte.

Benutzeranfrage	Typ	Titel	Gestartet	Status	Service-Unterkategorie	Priorität	Melder
R-000003	Benutzeranfrage	Lüfter hat sehr lautes Laufgeräusch	2014-03-06 15:51:58	Gelöst	Repair	Mittel	Henriette Kunde

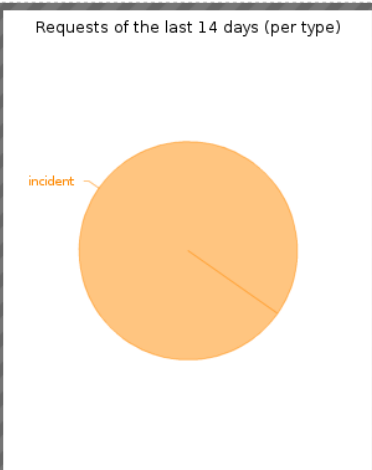
iTop 2.0 - Dashboards

- Grafischer Dashboard-Editor mit Im/Export

Dashboard Editor

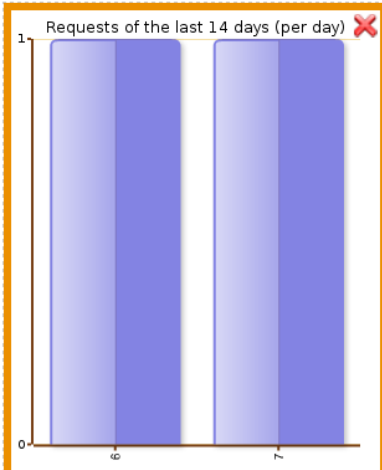
Dashboard for Request Management

Requests of the last 14 days (per type)



incident

Requests of the last 14 days (per day)



Open requests by status

Total: 2 objects.

Status	Count
Assigned	1
Resolved	1

Open requests by agent

Total: 2 objects.

Agent	Count
Jules Vernes	2

Dashboard Properties

Layout: [Grid] [Table] [List]

Property	Value
Title	UI:RequestMgmtMenuOverview:Title

Available Dashlets

[Icons for various dashlets]

Dashlet Properties

Property	Value
Title	UI-RequestManagementOverview-Last-14
Query	SELECT UserRequest WHERE DATE_SUB(NOW(), INTERVAL 14 DAY) < start_date
Group by...	Start date (day of month)
Style	Bar Chart

Save Cancel

Edit This Page...

Export to a file

Import from a file...



Zusätzlich..

- 100 % Open Source (auch alle Zusatzfeatures)
- ausführlich dokumentiert – wiki.openitop.org (~ 500 A4-Seiten)
- kompakte Schulungsangebote
- hoch skalierbar (von 2.000 Tickets/Jahr bis >100.000 Tickets/Jahr)



Demo



Zusatzfeatures

- Lizenzmanagement
- Datenkollektoren: VMWare, OCS NG
- Monitoring-Integration
- und viele weitere – <http://www.itomig.de/itop>

alle 100% Open Source(!)



Danke!

- iTop
 - Einführung von ITSM und Produkt
 - Systemintegration & Programmierung
 - Wartungsleistungen
 - Schulungen

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