



# iTop: the open-source ITSM solution

iTop is a multi-client web portal designed for service providers and businesses. Simple and easy to use, it allows all configuration items and their relationships to be managed in a flexible CMDB. With iTop, you can say goodbye to numerous Excel files and increase productivity by managing user requests, incidents, problems, changes, and the service catalog in a single repository. iTop adapts to your needs with the help of an interactive graphic interface: ITSM Designer.

## Benefits

- Implement ITIL best practice with the guidance of iTop
- Rapid access to key IT information
- Manage your service commitments
- Improve the performance of your IT teams
- Increase user satisfaction
- Reduce IT administration costs thanks to an open source solution



## Innovative features:

<b>ITSM Designer</b>	Adapt the solution to your IT process, not vice versa
<b>Data synchronization engine</b>	Import and synchronize your data in the CMDB from multiple external sources
<b>Impact analysis</b>	Visually identify the impact of a component on your activity

## Ease of use:

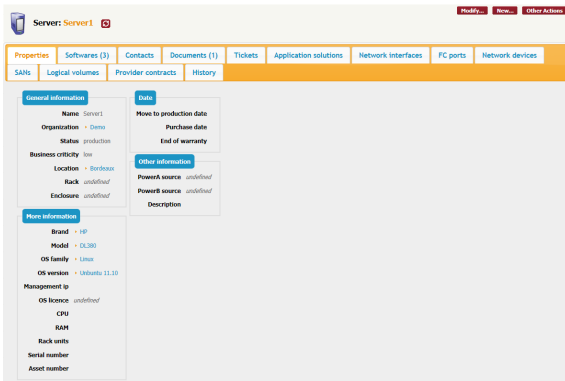
<b>Interactive CSV import</b>	An interactive wizard guides you through each stage of the import.
<b>Editable dashboards</b>	Configure your dashboards to suit your needs
<b>Web application, no client to be deployed</b>	Access the application from anywhere
<b>Dedicated portal for clients</b>	Facilitate communication with end users

## The core of iTop: the CMDB

The configuration management database (CMDB) is integrated in all iTop modules. It stores all the configuration items (CIs) and their relationships. These CIs cover:

- Infrastructure (servers, networks, printers)
- Application architectures
- Business processes
- Sites
- Documentation

The CMDB also allows you to document all contacts (teams, individuals) and their roles and responsibilities.



Properties of a CI: a server

The CMDB keeps a log of all changes, making it possible to return to the source of information quickly.

Thanks to the CMDB, IT teams always have a global picture of the information system.

## Service catalog management

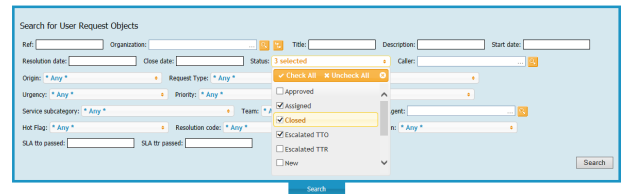
Service catalog management is an integral part of iTop. It is the foundation on which the various processes (the management of user requests, incidents and changes) are based.

iTop allows service level expectations to be defined on the basis of simple metrics that are measured directly on the tickets.

## Rapid access to information

iTop offers both multi-criteria searches and a global search engine to help you navigate efficiently in the database. This rapid access to information significantly reduces incident resolution time.

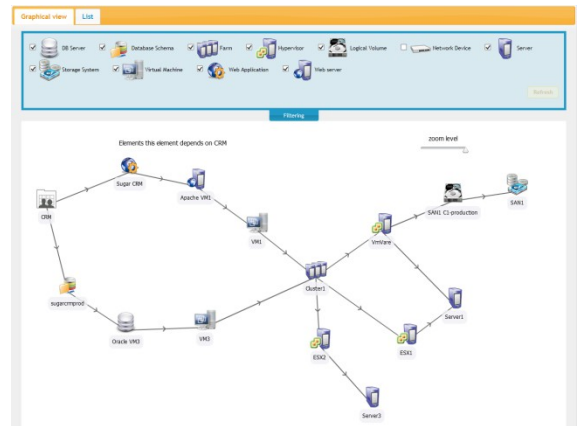
In addition, in iTop each CI (or list of CIs) is accessible through a direct web link. This makes it easy to share a page or search result with other users.



Multi-criteria search form for user requests

## Automatic impact analysis

iTop allows you to define dependency rules between different CIs. These rules are used by the application to automatically analyze the impact of an item on the other CIs.



Graphic view of impact analysis

In the event of a change or incident, these rules are used to automatically work out the consequences of this event and generate a list of persons who need to be notified.

## Integrated audit

It is often difficult to guarantee that all the information required to manage an IT system is well documented. The integrated audit tool in iTop defines the control rules that verify the presence of information in the application. An error report makes it easy for the IT team to spot any missing information.

Interactive Audit			
Audit Rule	# Objects	# Errors	% Ok
Devices in production	2	2	0.00 %
Devices in production on a Location not in production	0	0	100.00 %
Devices not attached to a monitoring solution	2	2	0.00 %

The audit rules can be configured in the iTop administration interface and the error report is generated in real time.

## Easy data loading

A lot of information relating to the information system is stored in Excel files. The import tool allows all this information to be loaded quickly into iTop. A wizard guides you through the process and verifies the coherence of the data. All the items

managed in the application can be imported in a single process along with their relationships. This facilitates and accelerates the recovery and updating of existing data.

## Flexible ticket management

iTop allows you to manage different types of ticket, each with a specific workflow:

- Queries
- Incidents
- Problems
- Change

E-mail notifications (configurable with templates) and automatic actions (e.g. automatic closure of linked tickets) are linked to each change of state for a ticket.

## Managing working days and hours

Automatically calculate your service commitments by day and hour, defined for each service and client.

## Creation of tickets by e-mail

Users can create incident tickets or service requests in iTop by simply sending an e-mail to one or more mailboxes. iTop also supports the updating of tickets based on e-mail conversations and the automatic import of attachments.

## Productivity of support teams

Support teams can keep users informed by posting updates in a public log and using predefined responses. Updates are immediately visible in the client portal as well as being sent by e-mail to the affected people.

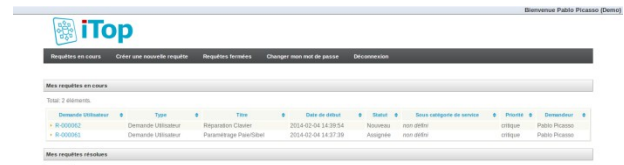
## Approval of user requests

With iTop, rules can be predefined to automate the approval process. Using these rules, based on services and the roles and responsibilities of contacts in the CMDB, the application automatically sends an e-mail to the relevant people who need to approve the request. They can approve or reject the request with just a click. iTop supports active or passive approval as well as multi-level approvals.



## Client portal

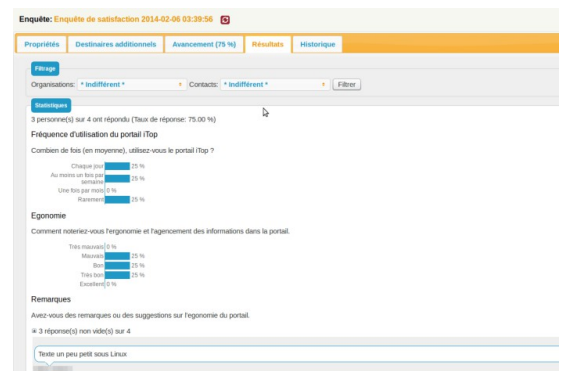
"Client" users can submit queries directly according to the service catalog. Each user can track the progress of their queries and update them directly (additional information, satisfaction upon closure, etc.). All the information relating to a ticket is stored and managed centrally in iTop, so there is no more need to exchange e-mails. For standard requests the portal also provides predefined templates enabling the user to obtain the necessary information for the request.



List of tickets in the client portal

## Satisfaction surveys

With iTop you can design questionnaires and manage surveys to evaluate user satisfaction. This system is integrated in the CMDB, so you can identify automatically the people you want to survey. The survey results can be accessed directly via the web interface and can also be printed and exported in CSV format.



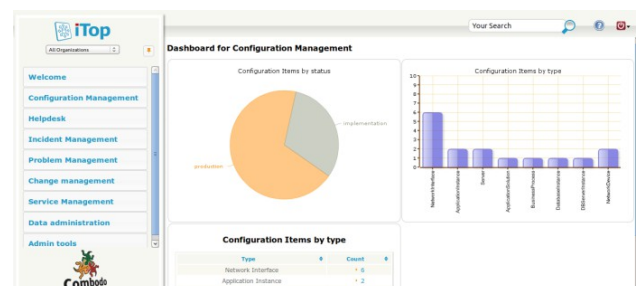
Results of a satisfaction survey

## Dashboards

iTop provides simple dashboards enabling you to monitor activity and the quality of the service delivered.

They can be configured and defined at the level of each module. With these dashboards you can monitor, for example:

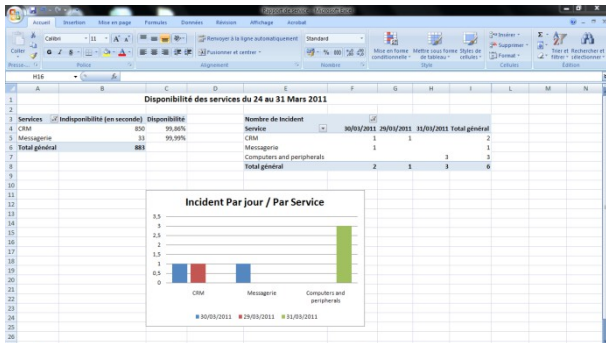
- Activity rate of support teams
- Number of incidents per service or per client
- Managed configuration items



## Integrated activity reports with Excel

Using the native functionality of Excel (web data import), you can easily create activity reports based on the data in iTop.

These reports can be shared within the enterprise. There is no need for training or additional tools: all you need in order to use them is a knowledge of Excel.



Example of Excel report

iTop also provides SQL views to allow you to use reporting tools like Crystal Reports or Jasper Reports.

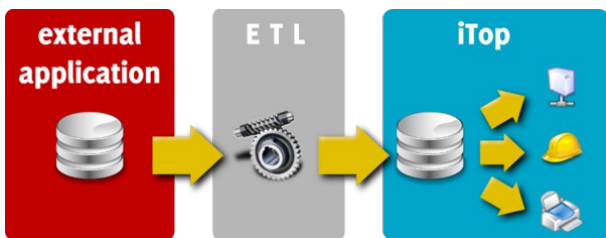
## Data integration

iTop integrates a powerful data exchange engine to bring together information from different external sources (applications, files, databases).

The information managed by this engine is dynamically added, updated and deleted according to reconciliation rules defined in iTop.

The data can be processed by an ETL product (Talend, Pentaho, etc.) or a script and simply loaded into the data exchange engine with a MySQL connection or a call to a web service.

Thanks to this functionality, data can be updated regularly and automatically in iTop.



There is a dashboard to facilitate the checking of synchronizations, particularly error identification.

All information stored in iTop can be exported in different formats (HTML, CSV, XML) via web services. For complex exports, iTop uses a query language (OQL – Object Query Language) to interrogate the CI base.

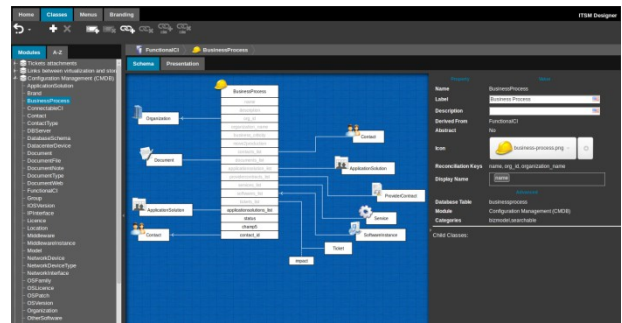
A program interface (REST/JSON) gives access to all application elements for advanced integrations: ticket synchronization, interfaces with supervision, etc.

## Graphic edition of data model

iTSM Designer is a graphic application, accessible online, which is integrated in iTop for editing the application's data model. New fields and new types of CIs can be added with just a few clicks. No knowledge of programming is required.

Adapt iTop to your needs by defining your own menus according to user profiles.

iTSM Designer manages multiple instances of iTop to develop your personalizations and test them before deploying them in a production environment.



	Community Edition	Essential Subscription	Professional Subscription
CMDB	✓	✓	✓
Service catalog	✓	✓	✓
User request management	✓	✓	✓
Incident management	✓	✓	✓
Problem management	✓	✓	✓
Change management	✓	✓	✓
CSV import	✓	✓	✓
Data synchronization	✓	✓	✓
Editable dashboards	✓	✓	✓
Impact analysis	✓	✓	✓
Configurable notifications	✓	✓	✓
REST/JSON API	✓	✓	✓
Managing working days and hours		✓	✓
Creation and updating of tickets by e-mail		✓	✓
Automatic response by e-mail		✓	✓
Simple approval		✓	
Configurable approval rules			✓
Configured response templates			✓
Satisfaction surveys			✓
Templates for client requests			✓
ITSM Designer – personalize the CMDB		✓	✓
ITSM Designer – personalize processes and profiles			✓



## General characteristics

- Multi-client capability with data partitioning
- Multi-criteria searches
- Data export in CSV, HTML, XML
- Data import in CSV
- Multilingual (by user)
- Google-type global search
- Synchronous or asynchronous automatic e-mail notification
- User profile management
- Direct link with CIs and lists
- Local / LDAP / JA-SIG CAS / external authentication
- Complete change history
- Configurable dashboards
- Complete REST/JSON API for access to data

## CMDB

- Contact and role management
- Infrastructure management (servers, networks, printers, PCs, etc.)
- Software and application architecture management
- Business process management
- Management of relationships between CMDB elements
- Document management (in relationship with CIs)
- CI groups (can be arranged in a hierarchy)
- License and patch management
- Management of organizations and sites (option of hierarchy)

## Ticket management

- Attachment of several tickets to a master ticket
- Automatic calculation of priority according to impact and urgency
- Addition of attachments
- Identification of service and related service items
- Assignment to a team and agent
- Automatic update of dates and timers
- Automatic notification of contacts
- Action history

## Help desk

- Track user queries
- Identification of service user by name of company and contact
- Typology of queries
- Suspension of a query pending an action
- Approval process
- User portal for submitting and tracking queries
- Creation and updates by e-mail
- Satisfaction surveys
- Query templates

## Incident management

- Automatic impact analysis
- Links with CIs and contacts affected
- Creation and updates by e-mail

## Problem management

- Documentation of recurring incidents

- Links with incidents and changes
- Database of known errors and FAQ
- Documentation of workaround
- Documentation of solution
- Links between problem and affected CIs

## Change management

- Change management with approval process and role (manager, supervisor, etc.)
- Automatic impact analysis
- Links with incidents and problems
- Links between change and affected CIs
- Documentation of implemented actions
- Documentation of recovery plan

## Service catalog & SLA

- Management of service catalog and SLA
- Definition of agreed metrics (TTO, TTR etc.)
- Definition of coverage windows
- Management of client and vendor contracts
- Relationships between contracts and CIs
- Relationships between contracts and contacts
- Addition of documents

## ITSM Designer

- Online service for the personalization of iTop
- Interactive edition of objects and fields
- Interactive edition of menus
- Redefinition of application logo
- Automatic version management
- Support for testing and roll-out

## Minimal configuration

- **Web browser (customer workstation):** IE 9+, Firefox 3+, Safari 5+, Chrome
- **System:** Windows, Linux (Debian, Red Hat, FreeBSD), Solaris
- **Web server:** IIS or Apache with PHP 5.2 +
- **Database:** MySQL 5.0+
- **Requirements (server):** 2 processors, 4 GB RAM, 50 GB hard disk space

iTop is an open-source software product edited by Combodo



 [www.combodo.com](http://www.combodo.com)  
 [contact@combodo.com](mailto:contact@combodo.com)  
 04 76 24 86 62

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