Complete and Comprehensive Service Management
Built Using
Open Source Exclusively

Speaker: Michael Kienle

as of: September 2008
Agenda

• it-novum
• Systems management – overview
• Framework
  • Nagios
  • Integration with OTRS, I-doit, DokuWiki
  • Integration with commercial solutions
• Open source vs. commercial solutions
• Questions and answers
it-novum

- **IT solutions for the upper middle class & for companies**
  - Secure, reliable and economical IT

- **Complete value chain**
  - Consulting, planning, implementation, operation

- **In the external market since 1999**
  - Approx. 50% external sales, trend: increasing
  - Synergies & innovations due to group affiliation (700 Mil. Euros)
  - Partnerships & certifications

- **Focus & Expertise**
  - Open source developments in the systems management sector
  - Infrastructure optimization
  - Business intelligence / ERP
  - Corporate performance management based on SAP

*Opening of Swiss branch: Q2/2009*
Business Sectors

Corporate IT Management

OpenSource
- System Management
- ITCOCKPIT / Nagios
- OTRS
- I-do-it

Infrastructure optimization
- Storage management
- Security management
- Server virtualization
- Client virtualization
- Outsourcing

Enterprise Content Management
- Document management
- Archiving
- SAP

Business Intelligence
- Enterprise Resource Planning
- SAP
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IT Challenges

- Security
- IT risk management
- Availability
- Constant change
- Pressure on costs
- Improvement of service processes
- Securing, optimizing and adhering to business processes
IT Service Management - Commercial

IT operation ➔ Optimization and control ➔ Service and support

ITIL:
- Service level management
- Incident management
- Problem management
- Change management
- Release management
- Capacity management
- Configuration management

Commercial:
- Remedy
- helpLine
- EcholoN
- Tivoli
- CA
- OpenView
- WhatsUp
ITSM – Commercial Challenges

Large expenses
- Licensing and maintenance
- Operating costs
- Expansion with SLA, BPM, End-2-End, etc.
- Employee training

Dependence on the manufacturer
- In-house development and enhancement rarely possible
- Adaptation to third-party systems is difficult

Frequently long project duration

⇒ Comprehensive monitoring rarely possible
Automatic detection of errors and bottlenecks
- Eliminates routine controls
- Quickly identifies errors and corrects them proactively
- Performance management (trend detection)

Comprehensive and intelligent monitoring
- Of all applications (ERP/SAP, Exchange, Oracle, etc.)
- Infrastructure (LAN/WAN, Server, RZ, etc.)

Automatic event processing
- Integration into ticket system (tracking, escalation, etc.)
- Event management and event correlation

Comprehensive documentation and reporting
- Handbooks, technical data, emergency plans, etc.
- Active SLA monitoring and reporting

Goal
- Increasing availability and reducing risk
- Increasing stability and reducing cost

➤ SOLUTION: Open Source Framework
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Systems Management Framework

Framework

- ITIL-compliant ticket system (OTRS)
- CMDB, Assets and documentation (I-doit)
- Integration with 3rd-party products (IBM, HP, SAP, etc.)
- Expansion of functionality (SLA, E-2-E, etc.)
- Reporting

System management (Nagios/itcockpit)

System monitoring agents
Nagios – Monitoring, Alerting, Reporting

Nagios – Systems monitoring
- Systems, service and network monitoring
- Plug in-based architecture
- Powerful and flexible notification system
- Web interface for information on operating states, logs and reports
- Open source (GPL v2)
- Any platform can be monitored

Advantages
- In-house extension of the source code
- Short project duration

Disadvantages
- Missing web interface for system configuration
- Not multi-client capable
- Number of checks/minute is limited
i-doit – Document What You Have & Do

i-doit – ITIL-compliant IT documentation
- Recording of technical data, contracts, handbooks, emergency plans
- Workflow depiction
- Dynamic linking & dependencies
- Rights and roles
- Licensing management
- Inventorying

Advantages
- History
- Real-time status requests
- User-independent depiction of objects and tasks

Disadvantages
- Workflow depiction is complex
- Extensive planning and configuration

Internet: www.i-doit.org
OTRS - Build Your Own Solution

OTRS – Open ticket request system
- 55,000 installations in 26 languages worldwide
- Relieves your service team of routine tasks
- Intelligent escalation and notification mechanisms
- Customer self service
- Unique knowledge base
- Universal, role-based permissions concept
- Integrated service-level reporting

Advantages
- ITIL-compliant
- Very flexible and expandable

Disadvantages
- ITIL-compliant customization for companies doesn’t work out of the box
- No direct interface to systems management

Internet: www.otrs.com
IT Service Management – Open Source

- Business service monitoring
  - Business service dashboard
  - SLA monitoring
  - BP monitoring

- Event management and correlation
- Monitoring
  - Quick values
  - Status
  - Performance data
  - End-to-End monitoring
  - Process integration

- Technical view
  - Server
  - Networks
  - Databases
  - Middleware
  - Applications
  - Integration

- Business view

- Service level management
- Incident management
- Problem management
- CCMDB
- Change management
- Release management
- Capacity management
- Configuration management

Quick values
Status
Performance data
End-to-End monitoring
Process integration
Big Picture: Systemsmanagement

Service Desk  Service Operation Center  Administration  Vertrieb, Produktverantw., ..  Kunde

Service Management Portal


Eventkorrelation

Provisionierung

Network Monitoring  Server Monitoring  Application Monitoring  End User Service Monitoring  SAP Monitoring  Andere Monitore

Discovery

CCMDB  Asset Daten

Reporting
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# Added Value of an OS Framework vs. Commercial Solutions

<table>
<thead>
<tr>
<th>Requirement</th>
<th>CommercialSW</th>
<th>OS Framework</th>
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<tbody>
<tr>
<td>No licensing costs</td>
<td>🙄</td>
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<tr>
<td>Low and/or optional maintenance costs</td>
<td>🙄</td>
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<tr>
<td>Entire IT can be monitored comprehensively (no licensing cost)</td>
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<tr>
<td>Extension with SLA, business processes and End-to-End monitoring</td>
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<tr>
<td>Multi-client capable</td>
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<tr>
<td>Independent of manufacturer</td>
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<tr>
<td>In-house development of agents possible (customer-specific applications)</td>
<td>🙄</td>
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<tr>
<td>Short project duration</td>
<td>🙄</td>
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<tr>
<td>Masters for host / creation of services / templates</td>
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<tr>
<td>In-house expansion of source code</td>
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<tr>
<td>Can be adjusted to any number of third-party systems</td>
<td>☹️</td>
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<tr>
<td>Lower training expenses</td>
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<td>Easily understandable</td>
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- ☹️ possible with additional licensing costs and/or much effort
- 😊 possible
- 🙄 impossible
Open Source

“..You can try to avoid open source, but it’s probably easier to get out of the IT business altogether…”

According to Gartner, in 2011 at least 80% of commercial software will contain significant portions of open source code. Starting in 2010, no large company can any longer refuse to use open source.
Review & Summary

Cost savings because of independence from manufacturer
- through open source

Expansion of functionality
- through open source frameworks, such as ITCOCKPIT
- through additional integration of plug ins
- through customer-specific project solutions

Short project duration
- through simple and powerful solutions
- through a competent partner!
Conclusion

• Open source does not need worry about being compared with commercial solutions.
  • Immediate added value on introduction
  • Integration into existing IT environment (HW / SW)
  • Integration into existing mgmt processes
  • Many powerful functional add-ons (SLA, BPM, E2E, DokuWiki, OTRS, etc.)
  • ITIL-compliant expansion for ticket system and cmdb-like applications
  • Increases your IT‘s added value
  • Reduces your business risk

Attention: OPEN SOURCE TRAP !!!

→ Expense (one-time/ongoing) is underestimated
→ Professional partner and support is advisable
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Questions and Answers
Thank You Very Much!

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