Complete and Comprehensive Service Management
Built Using
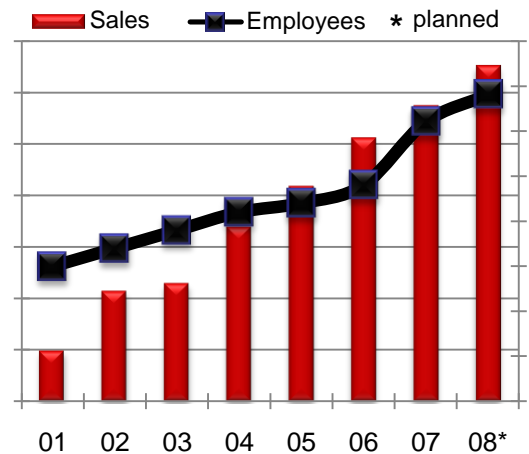# Open Source Exclusively

Speaker: Michael Kienle

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

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it-novum

- 50 employees

- 26% growth per annum

- Customers from 100 to > 10,000 employees

- Branches in D-A-CH*

- **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

Sales — Employees * planned

01 02 03 04 05 06 07 08*

Business Sectors

Corporate IT Management

OpenSource	Infrastructure optimization	Enterprise Content Management	Business Intelligence
• System Management • ITCOCKPIT / Nagios • OTRS • I-do-it	• Storage management • Security management • Server virtualization • Client virtualization • Outsourcing	• Document management • Archiving • SAP	• Enterprise Resource Planning • SAP

BUSINESS™ SAP PARTNER

Nagios Enterprises Partner

vmware enterprise PARTNER

Microsoft GOLD CERTIFIED Partner

FUJITSU COMPUTERS SIEMENS Qualified Partner

business partner

itcockpit systemmanagement

hp invent

ELO Business-Partner certified Teamwork für unsere Kunden.

INNOVATIONSPREIS 2007

initiative mittelstand 2007

KATEGORIESIEGER Systemmanagement
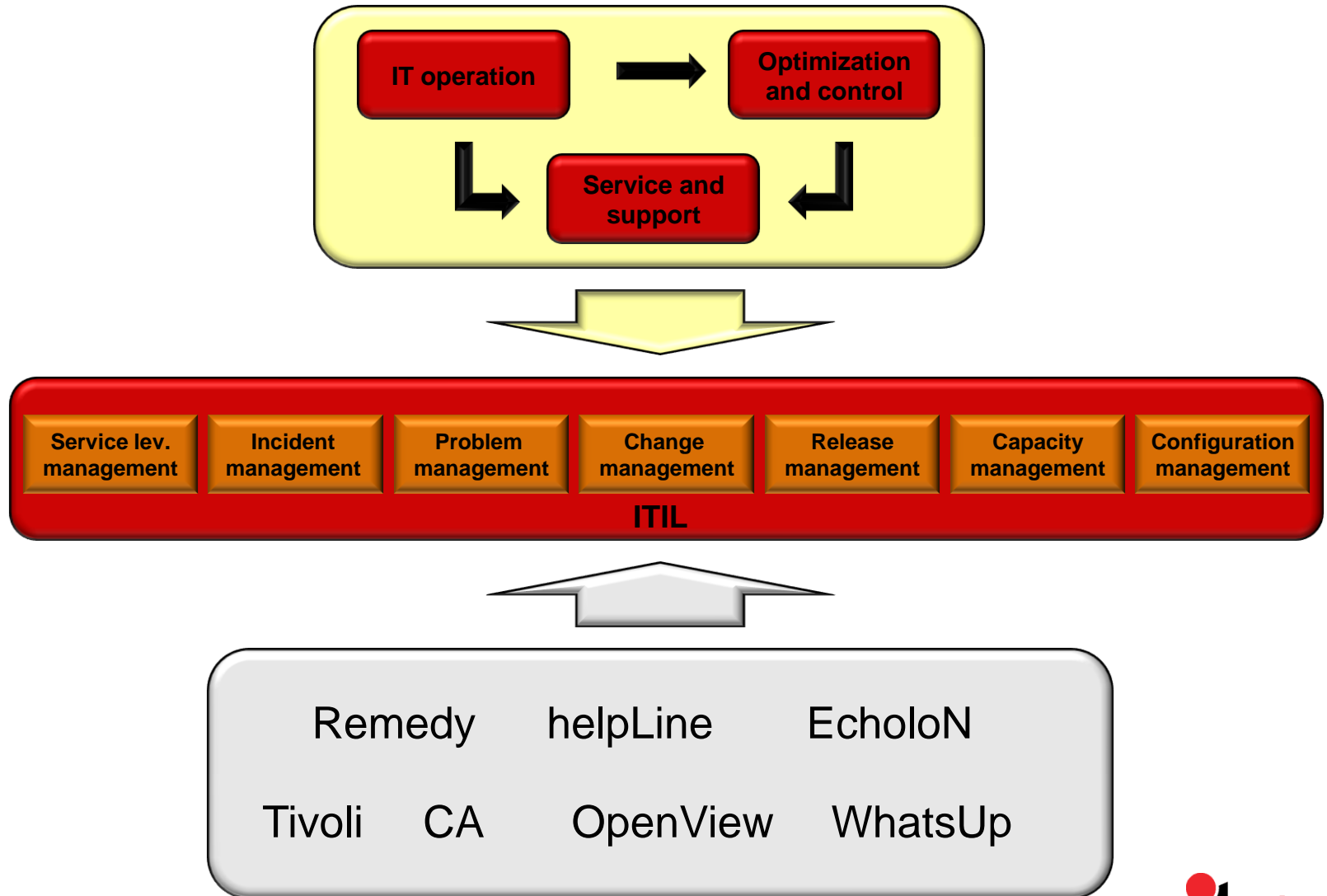
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IT Challenges

IT Service Management - Commercial

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

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Systems Management - Practical

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
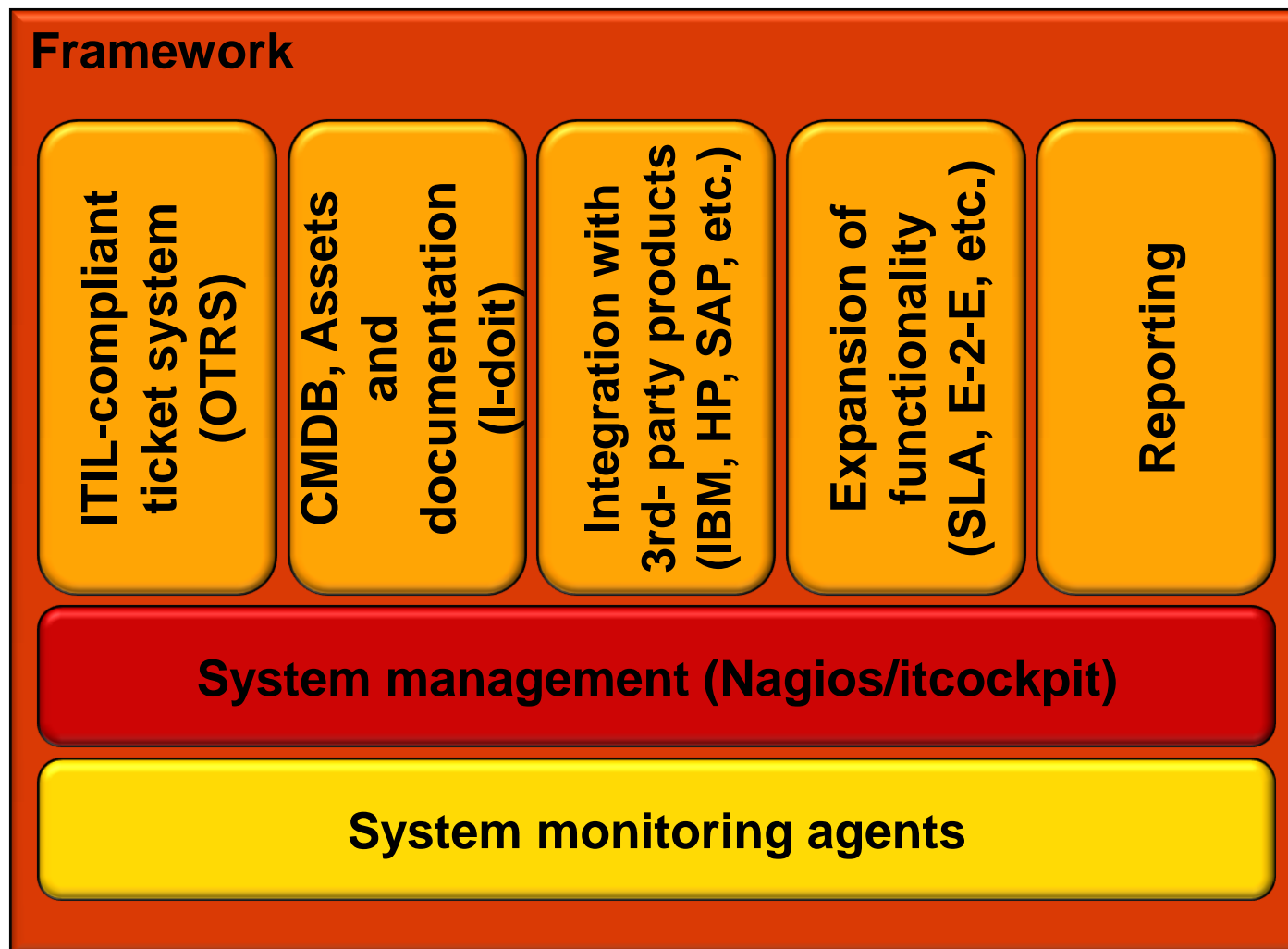
Nagios – Monitoring, Alerting, Reporting

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

Internet:
www.nagios.org

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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

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-2-End monitoring
- Process integration
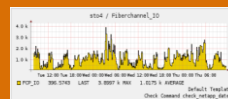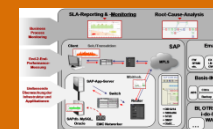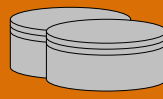
Server   Networks   Databases   Middleware   Applications   Integration
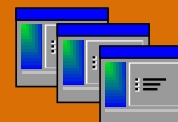
Business view

Technical view

- Service lev. management
- Incident-management
- Problem management
- CCMDB
- Change management
- Release management
- Capacity management
- Configuration management

Big Picture: Systemsmanagement
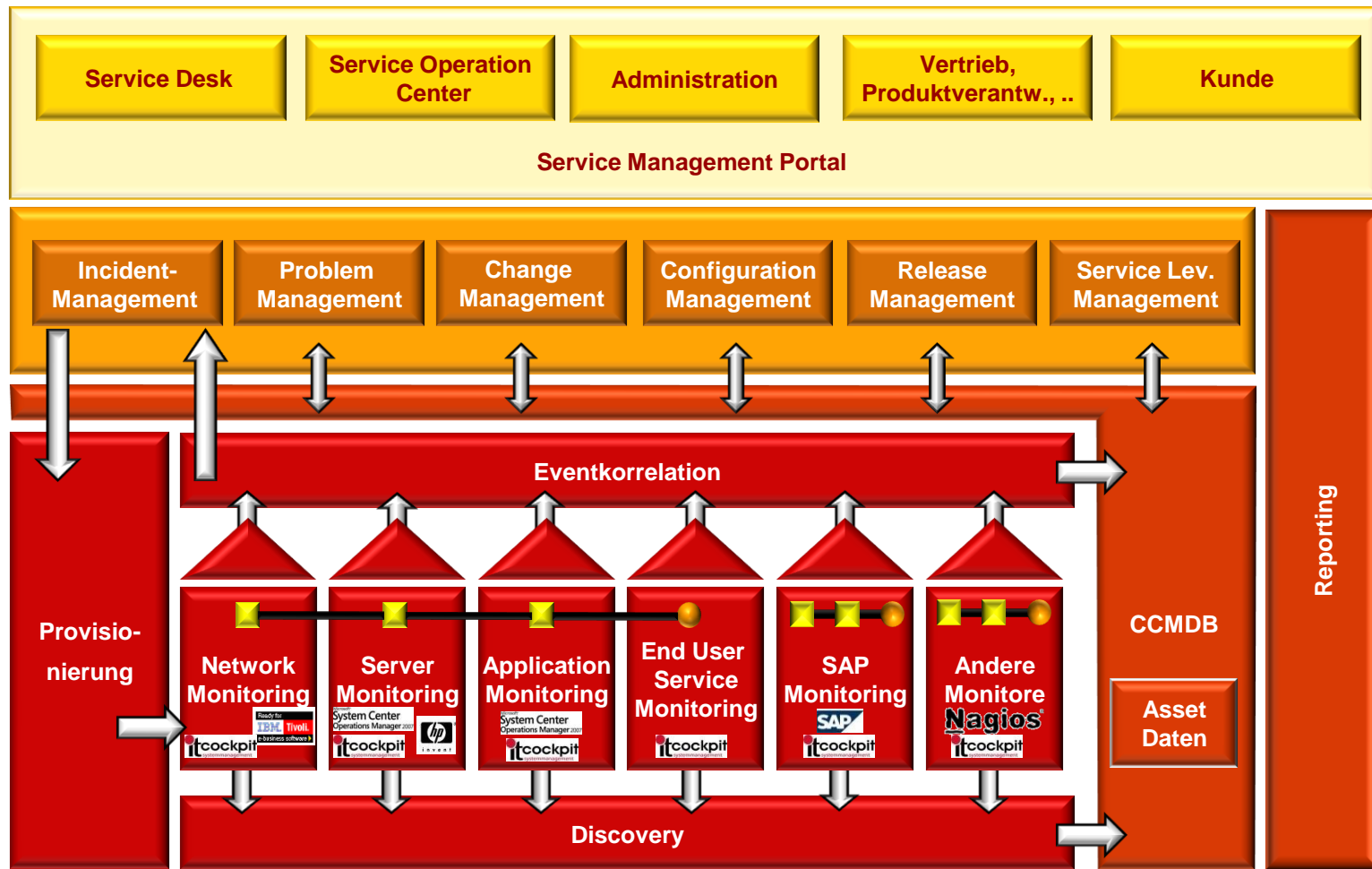
Service Desk	Service Operation Center	Administration	Vertrieb, Produktverantw., ..	Kunde

Service Management Portal

Incident-Management	Problem Management	Change Management	Configuration Management	Release Management	Service Lev. Management

Eventkorrelation

Provisio-nierung

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

Reporting

CCMDB

Asset Daten

Discovery

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Added Value of an OS Framework vs. Commercial Solutions

Requirement	CommercialSW	OS Framework
No licensing costs	🔴	🟢
Low and/or optional maintenance costs	🔴	🟢
Entire IT can be monitored comprehensively (no licensing cost)	🟡	🟢
Extension with SLA, business process es and End-2-End monitoring	🟡	🟢
Multi-client capable	🟡	🟢
Independent of manufacturer	🔴	🟢
In-house development of agents possible (customer-specific applications)	🔴	🟢
Short project duration	🟡	🟢
Masters for host / creation of services / templates	🟡	🟢
In-house expansion of source code	🔴	🟢
Can be adjusted to any number of third-party systems	🔴🟡	🟢
Lower training expenses	🟡	🟢
Easily understandable	🔴	🟢

🟢 **possible**

🟡 **possible with additional licensing costs and/or much effort**

🔴 **impossible**

Nagios Enterprises Partner

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!
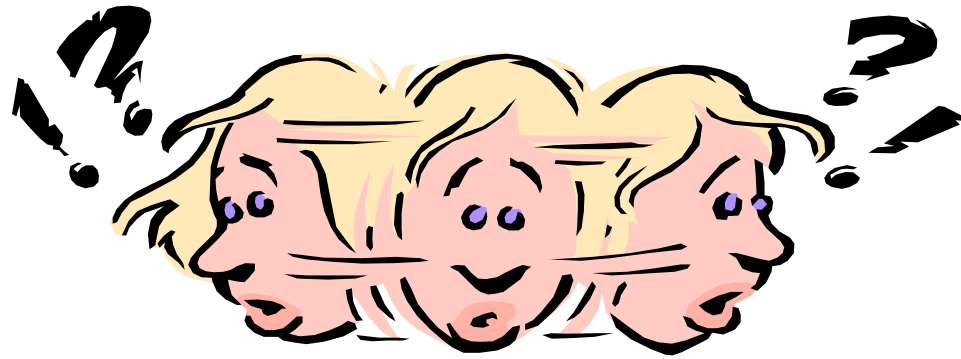
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Conclusion

- **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!

Your contact

Mr. Michael Kienle
Managing Director   Tel.:   +49 (0)661/103-774
it-novum GmbH   Fax: +49 (0)661/103-17774
Edelzeller Straße 44   E-mail: m.kienle@itnovum.de
36043 Fulda   Web: www.itnovum.de
Germany