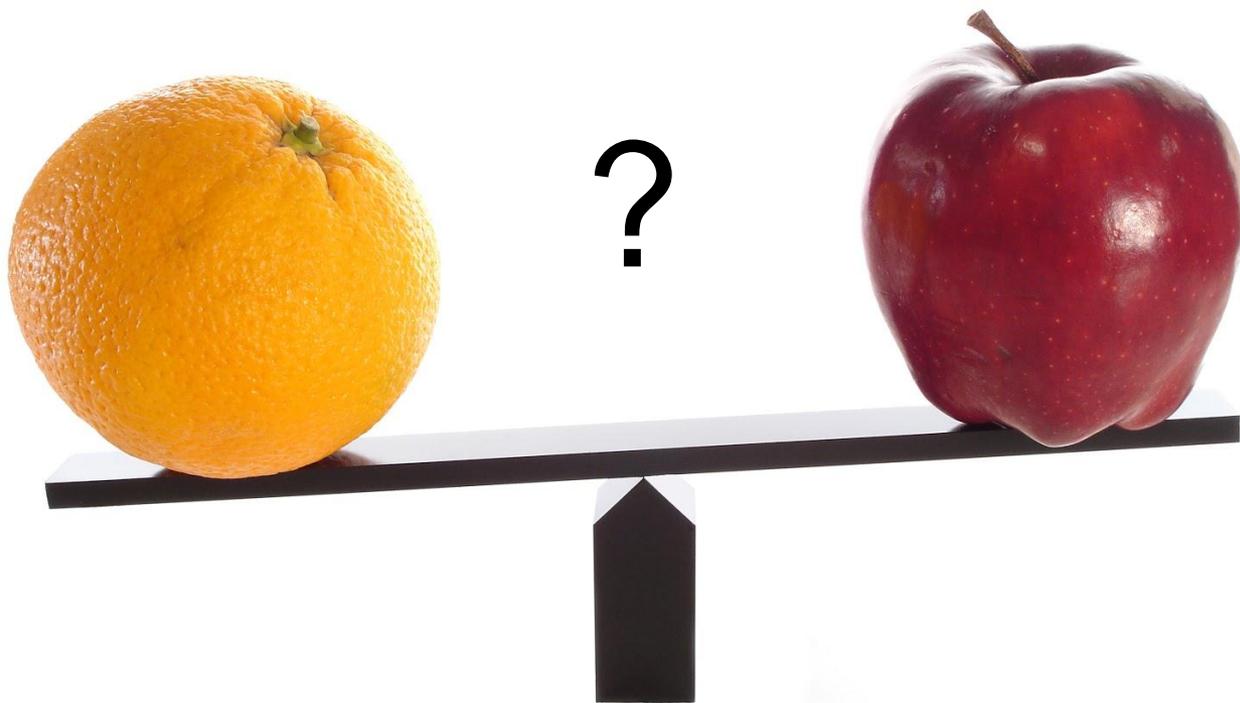


Open Source System Management come asset strategico per migliorare l'efficienza IT nelle aziende

Andrea di Lernia, Department Manager Würth Phoenix

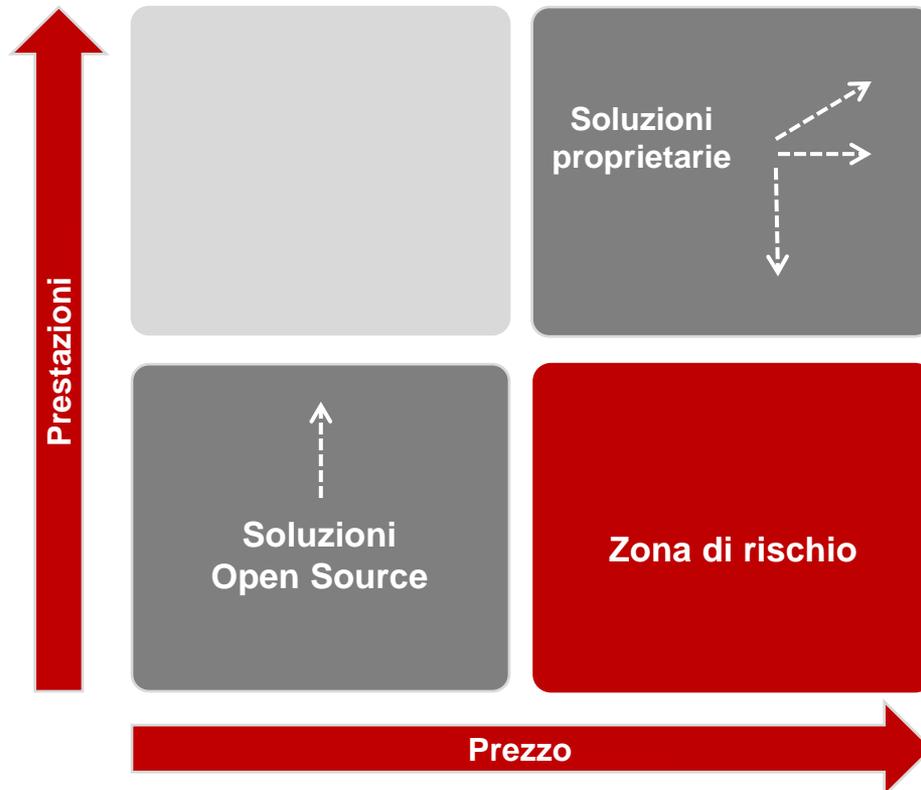
Open Source o software proprietario?

... il dilemma



L'Open Source: una scelta dovuta

Quali i vantaggi rispetto alle soluzioni proprietarie



Soluzioni Open Source:

- Flessibilità
- Libertà d'utilizzo
- Funzionalità più mirate
- Innovazione
- Indipendenza dal vendor
- Maggior libertà per potersi concentrare sui servizi erogati

Soluzioni proprietarie:

- Licenze complesse
- Progetti impegnativi
- Funzioni molto vaste che spesso non vengono utilizzate
- Imposizioni del vendor

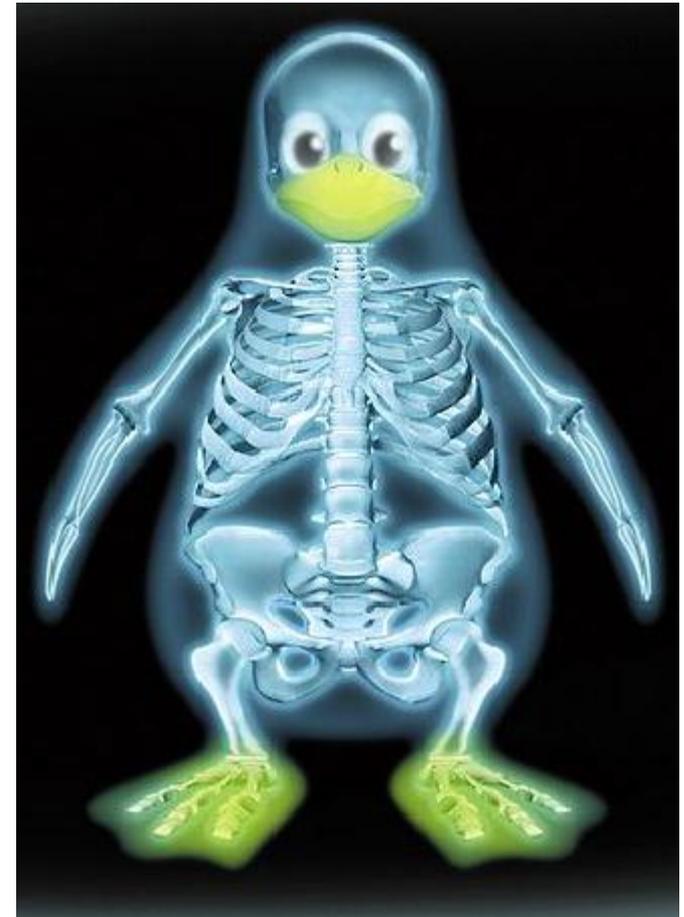
* Software quadrant – presentazione di Jeffrey Hammond di Forrester Research, durante la Open Source System Management Conference 2012

L'Open Source: innovazione e libertà

Le caratteristiche delle soluzioni aperte

Soluzioni Open Source:

- Libertà e trasparenza data dal codice sorgente aperto
- Innovazione
- Libertà d'uso
- Forza della community che punta su servizi e utilità
- Specificazioni espresse in software funzionanti
- Basi di cooperazioni definite da licenze Open Source



Evoluzione e innovazione Open Source

...diramazioni di Nagios nel tempo

Nagios[®]
CORE

 **ICINGA**

Shinken

Naemon

2001

2010

2012

2013

Nagios Plugins

Monitoring Plugins [www.monitoring-plugins.org]
Monitoring Exchange

Sistema di plugins in costante crescita e sviluppo

NagVis

Thruk

 **PNP4Nagios**

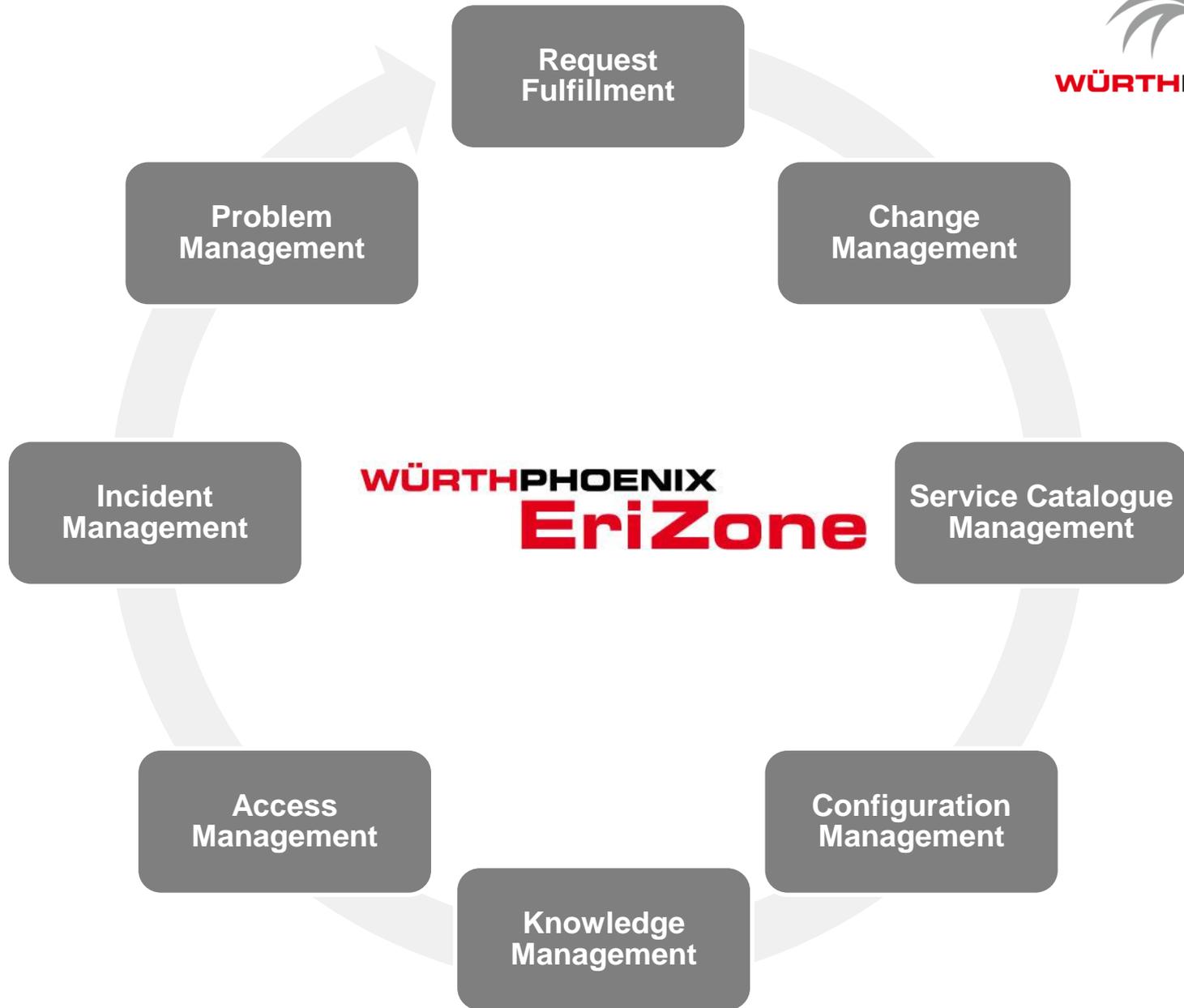
 **cacti**

Innovazione attraverso progetti Open Source integrabili

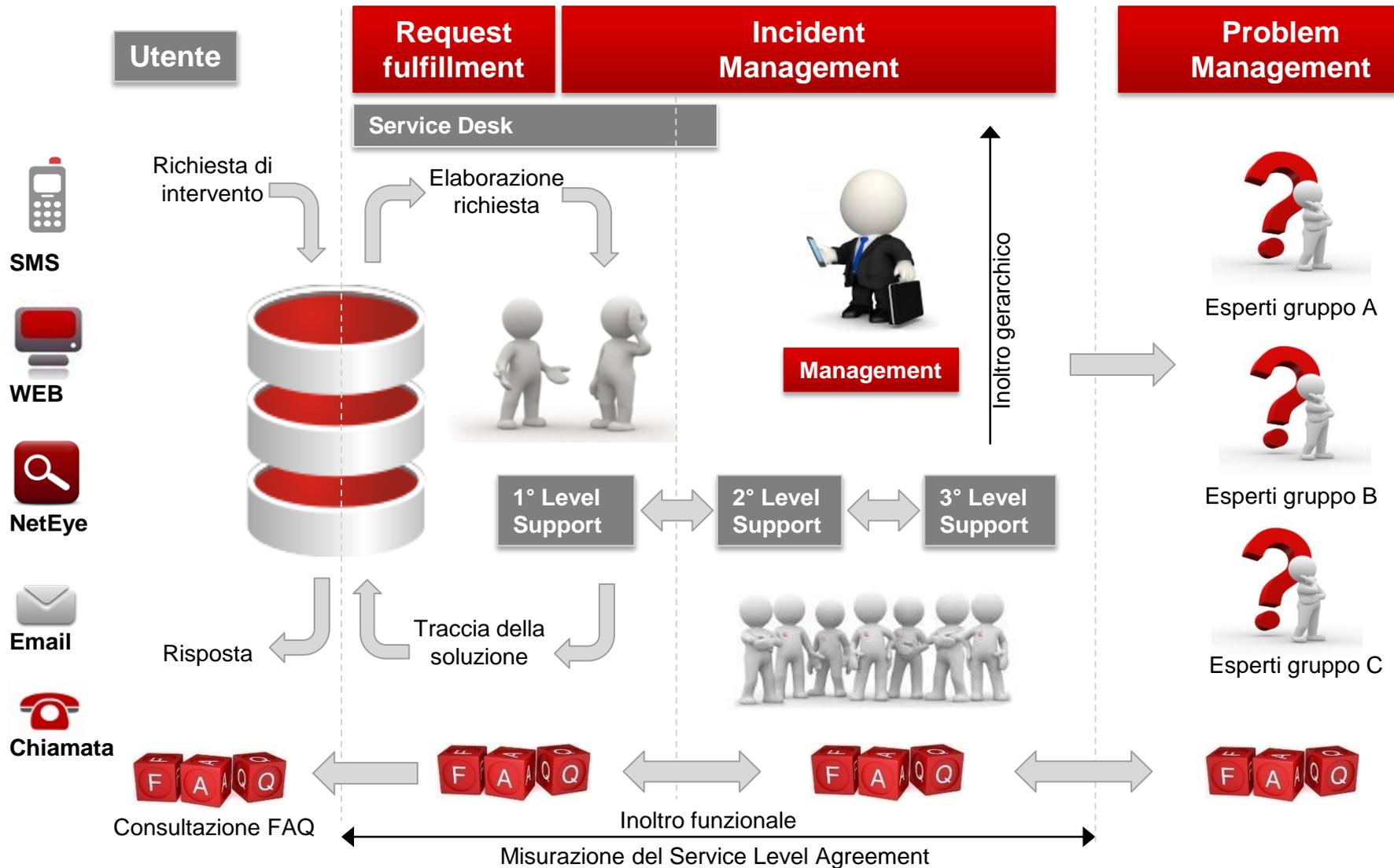
Orientato alle esigenze del mercato

...con servizi professionali

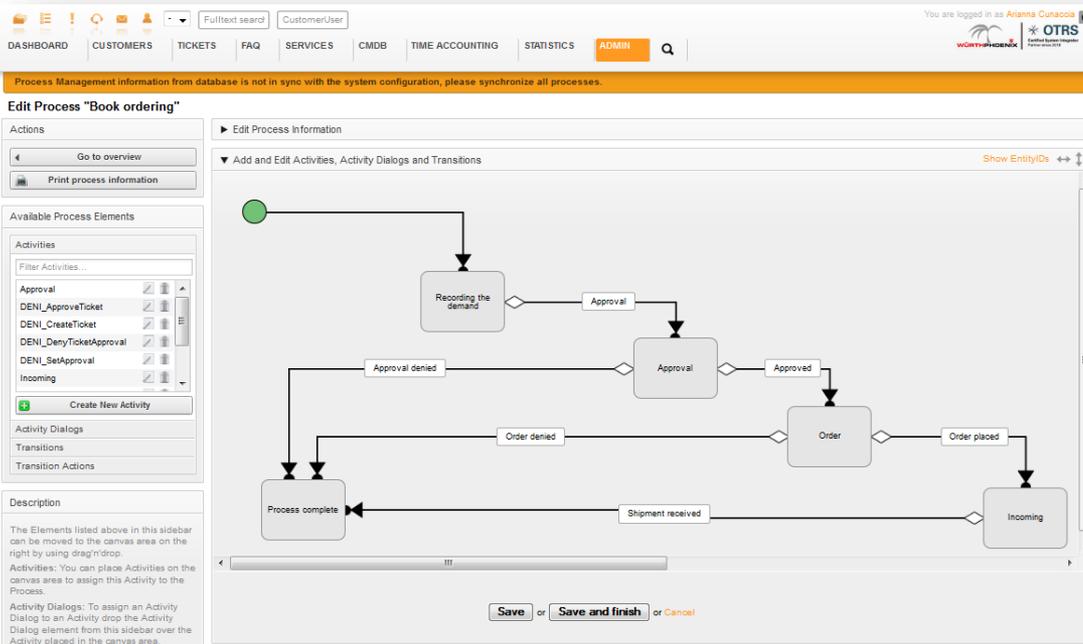




Incident MGMT, Request Fulfillment & Problem MGMT



Process Management con OTRS



The screenshot displays the OTRS web interface for editing a process. The top navigation bar includes 'DASHBOARD', 'CUSTOMERS', 'TICKETS', 'FAQ', 'SERVICES', 'CMDDB', 'TIME ACCOUNTING', 'STATISTICS', and 'ADMIN'. A search bar and user information are also present. A warning message states: 'Process Management information from database is not in sync with the system configuration, please synchronize all processes.'

Edit Process "Book ordering"

Actions: Go to overview, Print process information

Available Process Elements: Filter Activities... (DENI_ApproveTicket, DENI_CreateTicket, DENI_DenyTicketApproval, DENI_SetApproval, Incoming), Create New Activity

Activity Dialogs: Transitions, Transition Actions

Description: The Elements listed above in this sidebar can be moved to the canvas area on the right by using drag'n'drop. Activities: You can place Activities on the canvas area to assign this Activity to the Process. Activity Dialogs: To assign an Activity Dialog to an Activity drop the Activity Dialog element from this sidebar over the Activity placed in the canvas area.

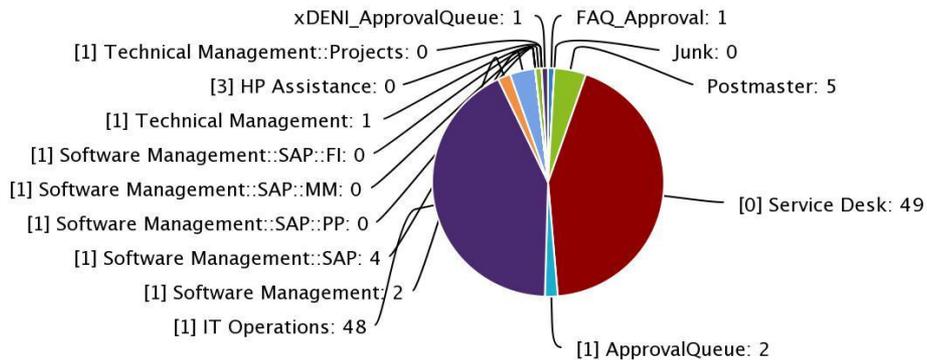
Canvas: Edit Process Information. Add and Edit Activities, Activity Dialogs and Transitions. The diagram shows a flow starting with 'Recording the demand', followed by an 'Approval' activity. From 'Approval', there are two paths: 'Approval denied' leading to 'Process complete' and 'Approved' leading to another 'Approval' activity. This second 'Approval' has 'Order denied' leading to 'Process complete' and 'Order placed' leading to an 'Order' activity. The 'Order' activity leads to 'Incoming', which then leads to 'Process complete' via 'Shipment received'. A 'Save' button is visible at the bottom.

- Ready to use system grazie alla preconfigurazione dei principali processi ITIL

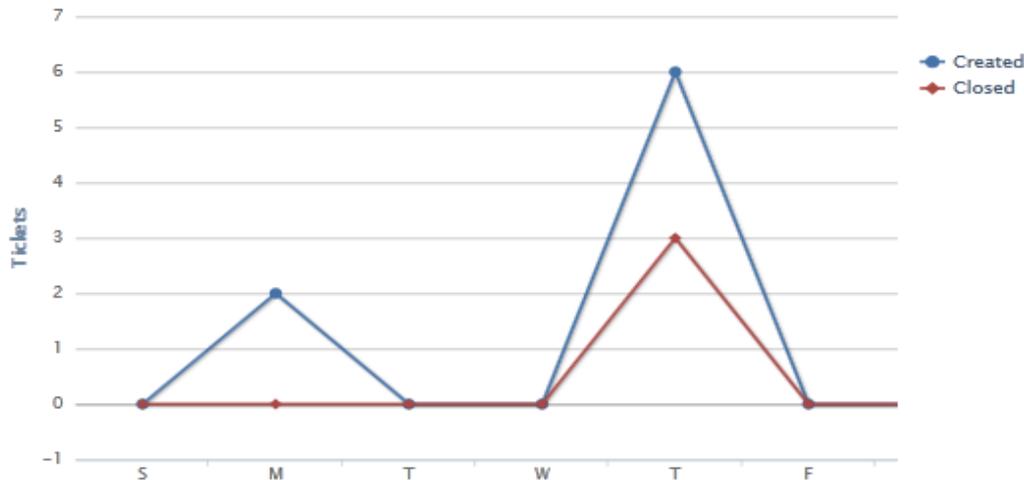
EriZone: the dashboard

KPI per la gestione dei servizi IT

Open Tickets: 113



Monthly Tickets
Opened and Closed during last months



- Possibilità di drill down su singoli ticket

- Possibili KPI:

- 7 Day Stats
- Upcoming Events
- Latest updated KB articles
- Latest created KB articles
- Online
- Reminder Tickets
- Escalated Tickets
- New Tickets
- Graphical Dashboard 1
- Open Tickets / Need to be answered
- Product News
- Out Of Office
- OTRS News
- Graphical Dashboard 2
- C-Closed Tickets per Queue
- Unclosed Tickets per Queue
- Closed Tickets With / Without Escalation per Queue
- Services with greater number of Tickets
- Tickets per Agent
- First Response Time
- Ticket Closing Rate
- Ticket In Period
- Ticket Type Count
- Ticket Priority Count



Integrazione Asset Management tra OTRS e NetEye **WÜRTHPHOENIX**

* Type: Incident

* From queue: [0] Service Desk

"Kostner, Georg" <georg.kostner@wuerth-phoenix.com>

* To customer:

Cc:

Bcc:

Service: [C-003] Workstation -
Workstation and personal devices assistance

Service Level Agreement: 4 hrs reaction - working days

Master Ticket: -

Asset (hardware): Notebook,PHXL0167

Asset (hardware detail):
Type: Notebook
DeploymentState: online
Model: HP EliteBook 8540p
Manufacture: Hewlett-Packard
OS: Microsoft Windows 7 Enterprise
OS version: 6.1.7601
OS service pack: Service Pack 1
License:

Installed software: Microsoft Office Professional Plus 2010

- Integrazione con l'asset management di NetEye

Asset Management integrato nel CMDB di EriZone



Nuovo Ticket Richieste FAQ

*Tipo: 01 - Incident

Incident: interruzione non pianificata di un servizio IT, anomalia
Service Request: richiesta per informazioni, consigli e accessi ai servizi IT

* *Servizio: AS400

power7, storwize and router

SLA:

* Oggetto:

* Testo:

B I U S | | | | | | | | | | | | | | |

Formato | Carattere | Di... | **A** | | | | Codice Sorgente

Asset

This area is enabled only for ticket related to asset

Network: -

Computer: DATAD13005

Device: -

Telefono: -

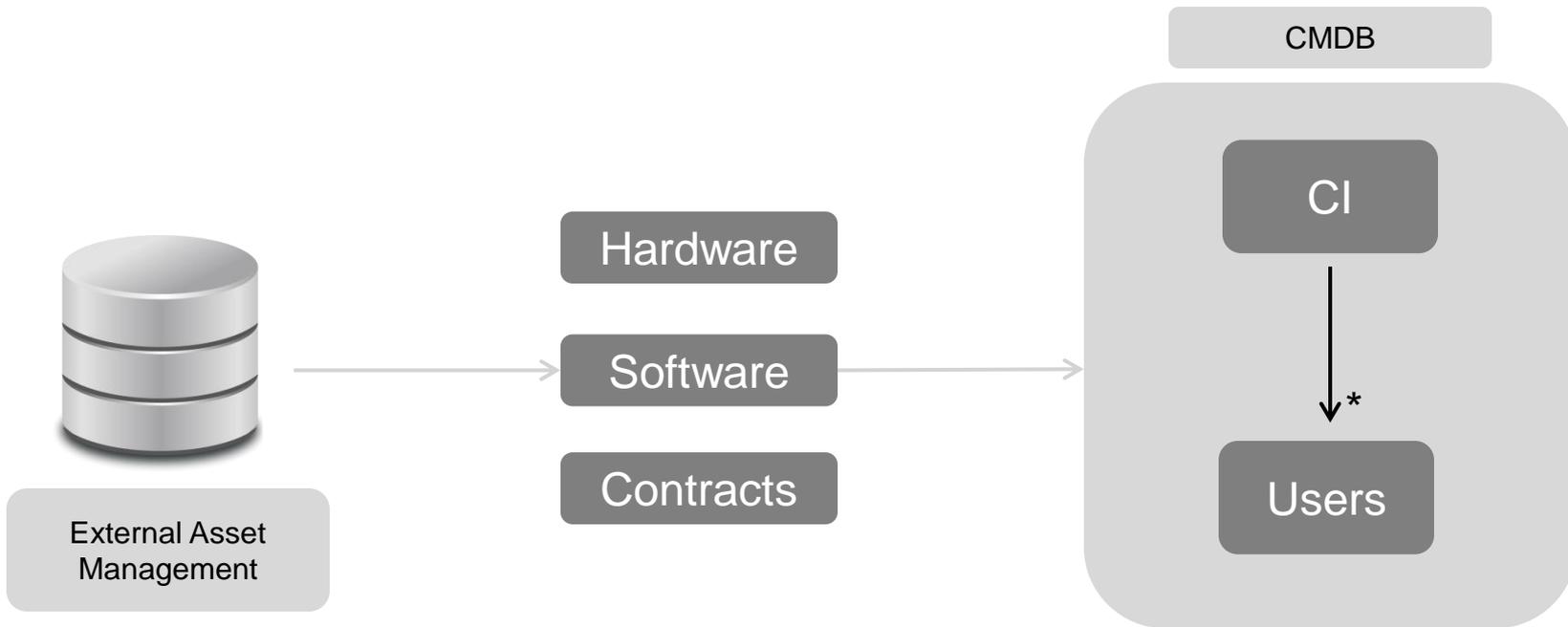
Stampante: INFOPRINT 1572 AMMINISTRAZIONE

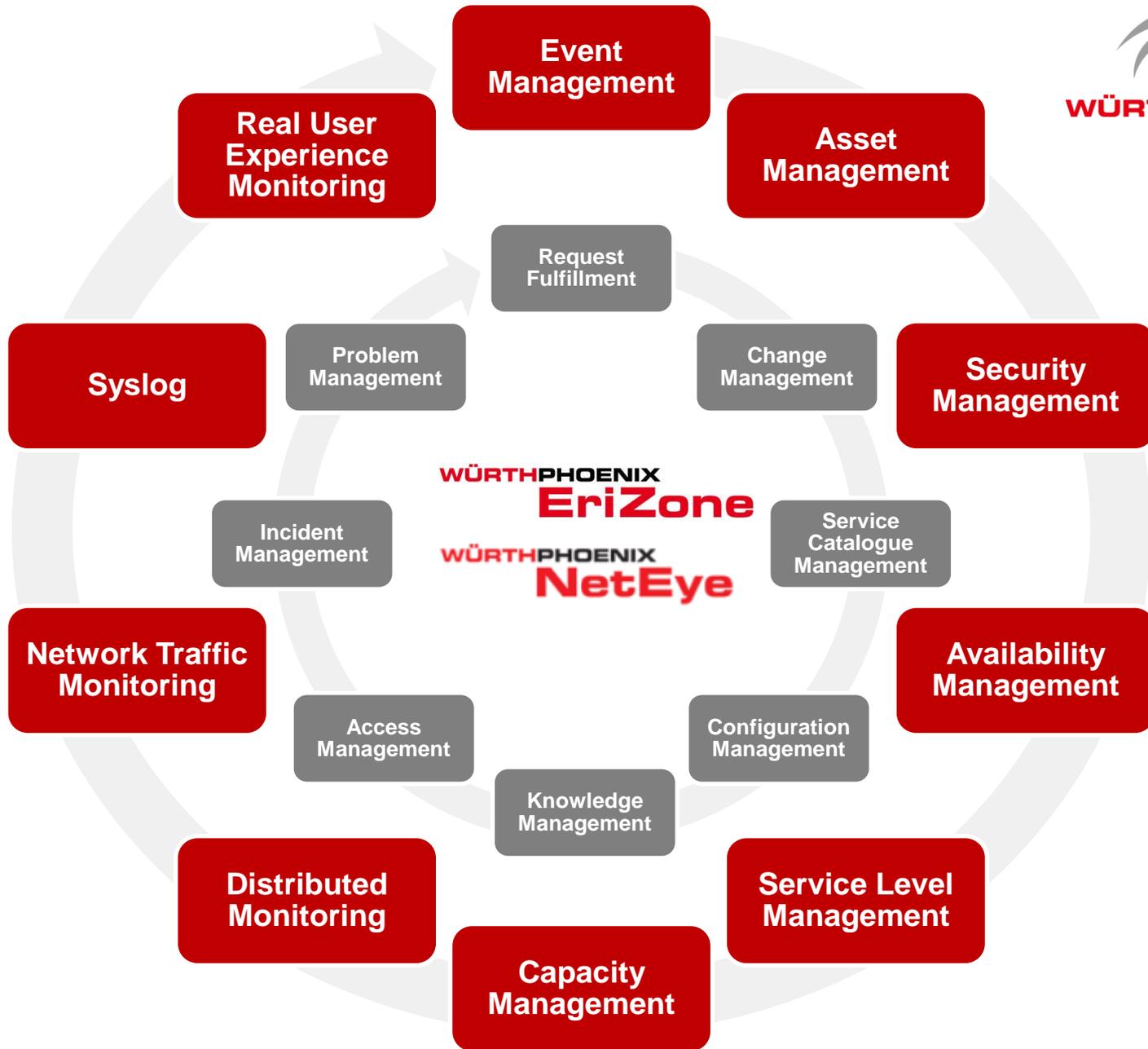
Software: 7-Zip

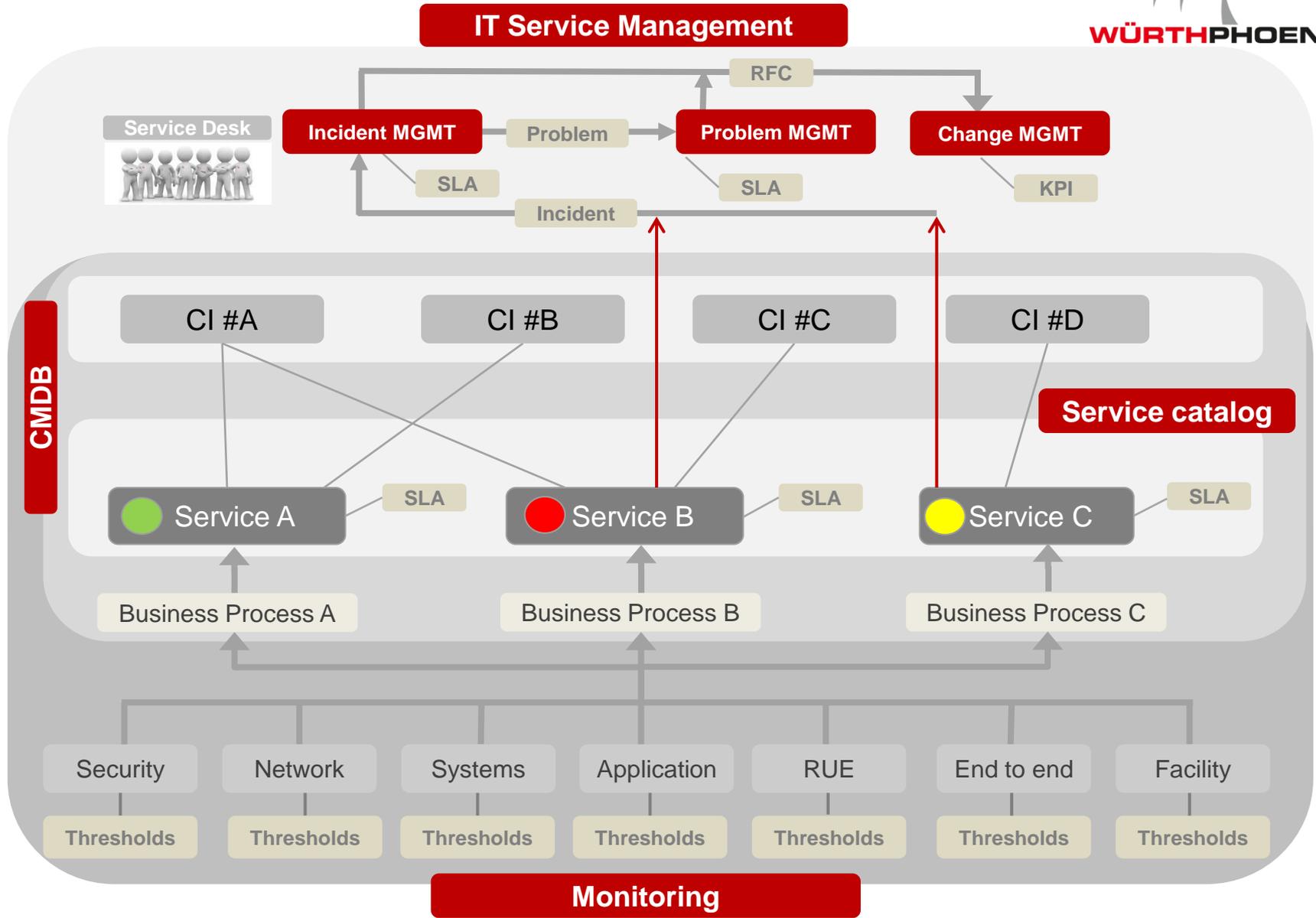
Selezione del servizio e dell'Asset associato all'utente che inserisce la richiesta

L'integrazione dell'asset management nel CMDB

...selezione degli assets in base all'utente







I vantaggi dell'Open Source

Strategia di flessibilità e libertà di innovazione

- Affidabilità di soluzioni ad alti livelli qualitativi
- Potenzialità e flessibilità della tecnologia
- Rapidità nell'innovazione

WÜRTHPHOENIX
NetEye

ntop

Nagios

NagVis

OTRS

WebInject

GLPI

OCS
inventoru

alexia



sahi
open source

rsyslog



Grazie per la
Vostra attenzione!

andrea.dilernia@wuerth-phoenix.com

