



NetEye

 **User Group**
2023

21.09.2023
Romantik Hotel
Stein bei Nürnberg



From Good to Great: GLPI's Latest Enhancements in Asset Management and Ticketing

Achieving ITIL Compliance with Unified Monitoring Synergy

GLPI by  **teclib'**

Agenda

- ▶ Teclib - official editor of GLPI.
- ▶ Collaboration - Community - Open source.
- ▶ GLPI: 20 years of success!
- ▶ GLPI magic: all features on one platform.
- ▶ New: work in progress,
- ▶ Integration with Unified Monitoring solutions.



 **Teclib - official editor of GLPI (100% open source software).**



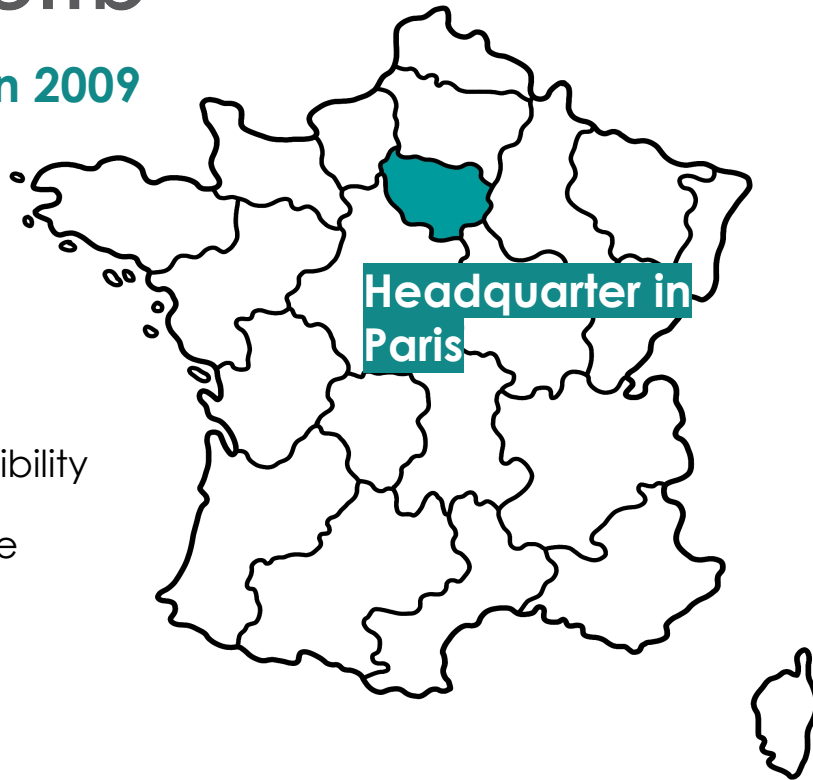
Founded in 2009

Values:

Community

Eco-responsibility

Open source



500+

corporate customers

50+

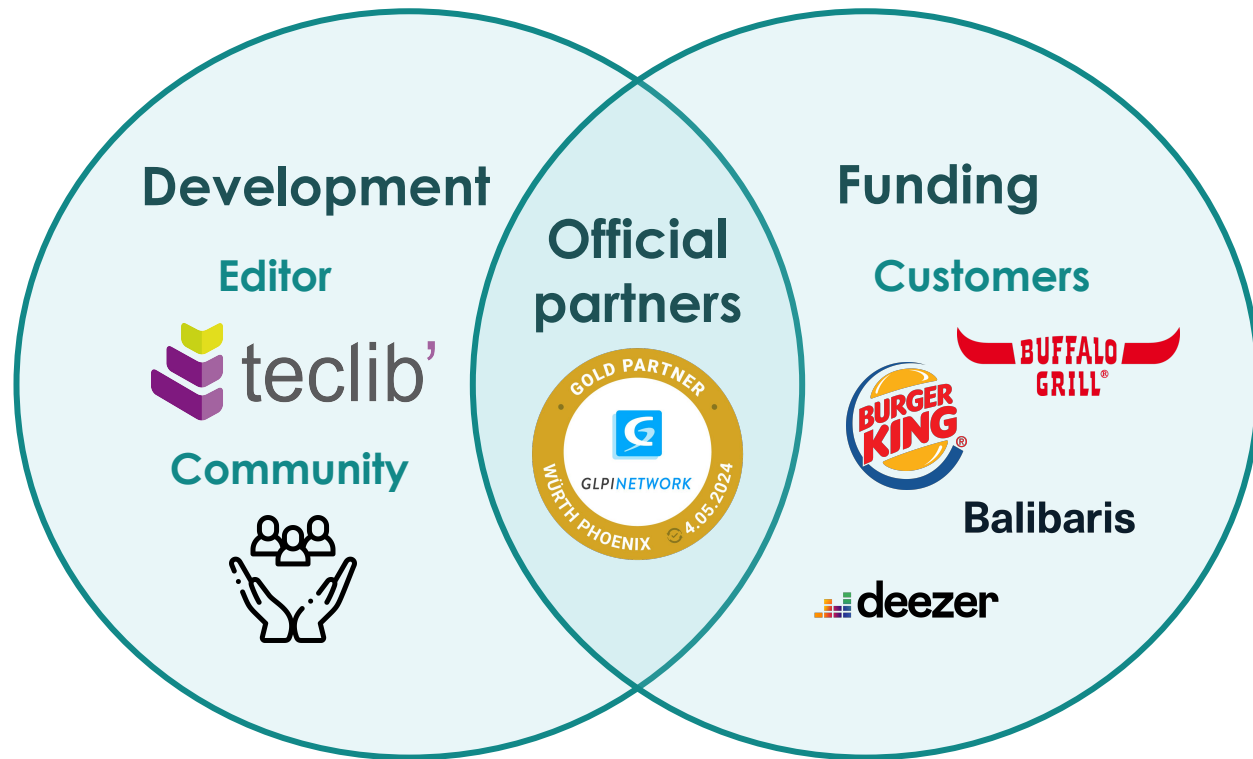
partners in the world

11 millions users

in **186** countries

Collaboration - Community - Open source

How **Teclib'** makes open source product thrive: **our philosophy**



Professional solutions

SaaS Cloud offer



On-premise support & guarantee



Partnership Teclib – Würth Phoenix

Customer Support Service

- ✓ SPOC (Single point of contact) for
 - ✓ Support Cases
 - ✓ Bug Fixes
 - ✓ Knowledge Management

Delivery - Consultancy

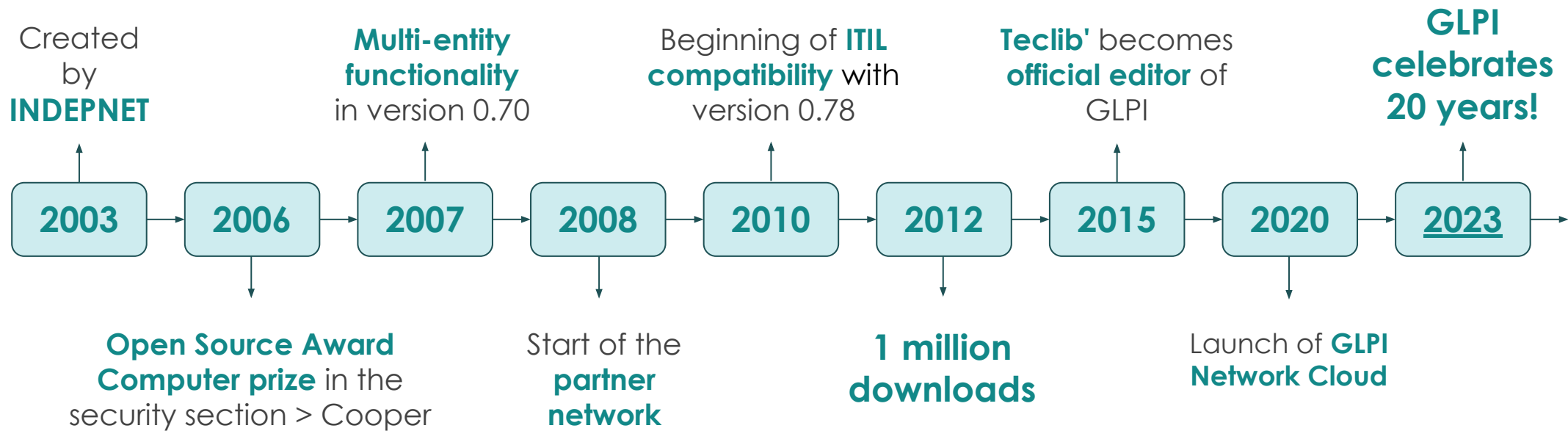
- ✓ Delivery is support by Teclib
- ✓ Knowledge and exchange of experience between teams

R&D

- ✓ Smoother integration up to date releases with last security and bug fixes
- ✓ DevSecOps – Security Assessments collaboration to improve security
- ✓ Innovation



GLPI - 20 years of success!



GLPI (Gestionnaire Libre de Parc Informatique) translates as “Free IT Asset Management” in English was born in France.



GLPI today

GLPI is a **100% free and open source** software developed by **Teclib'** for management of IT and related workflows.



11 millions
users in **186**
countries

47 languages
supported
(by community)



GLPI magic: all features on one platform!



CMBD

Manage **hardware, software and data centers**. Link Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.



Helpdesk

Organize your support easily with GLPI: manage incidents/requests, create forms, define SLAs, **deliver the best experience** to your customers.



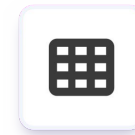
Financial Management

Track your **expenses, contracts and suppliers**, create new inventory objects, manage user database and make reports.



Administration

Take control over users: define entities, create profiles and restrict access to information. With GLPI rules, you can **define roles of each member** of directory and setup workflow for Helpdesk and Inventory.



Project Management

Manage projects with GLPI: assign tasks, add collaborators, set up deadlines. Create reports and **explore Kanban boards** to organize your team!

CMDB

Manage **hardware, software and data centers**. Link Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.

Hardware

SIM cards

Data centers

Dashboards

Software

Impact & relationship

Helpdesk

Organize your support easily with **GLPI**: manage incidents/requests, create forms, define SLAs, deliver the best experience to your customers.

Tickets

Statistics

Forms

Recurrent tickets

Problems

Changes





Administration

Take control over users: define entities, create profiles and restrict access to information. With GLPI rules you can **define roles of each member** of directory and setup workflow for Helpdesk and Inventory.

- GLPI rules
- Profiles
- Entities
- Log history
- Access & restrictions
- Groups

Configuration

Customize GLPI: explore setup features to add logo of your brands, select the palette of colors and configure plugins. In this section you can also **manage SLAs and notifications**.

- SLA
- Authentication
- GLPI branding
- Plugins
- Dropdowns
- Notifications



Financial Management

Discover the full potential of GLPI: track your **expenses, contracts and suppliers**, create new inventory objects, manage user database and make reports.

Management

Administration

Suppliers

Contacts

Contracts

Budget

Project Management

Manage projects with GLPI: assign tasks, add collaborators, set up deadlines. Create reports and explore Kanban boards to organize your team!

Kanban board

Tasks

Timeline

Reminders

Reports



 **NEW: already implemented & in progress!**



GLPI CMDB - Genericity (upcoming)

Next version will include full customisation for assets. Combination of genericobject and fields plugins.

The screenshot displays the 'Asset Definition - Server' configuration page in GLPI. The page is divided into several sections:

- Left Sidebar:** A dark blue sidebar with the GLPI logo and a menu including: Find menu, Assets, Assistance, Management, Tools, Administration, Setup (highlighted), Asset Definitions (highlighted), Dropdowns, Components, Notifications, Service levels, General, Automatic actions, Authentication, Receivers, External links, and Plugins.
- Top Navigation:** Shows the breadcrumb 'Home / Setup / Asset Definitions', search and star icons, and the user profile 'Super-Admin ROOT (tree structure)'.
- Main Content Area:**
 - Asset Definition - Server:** A form with a 'Name' field containing 'Server', a 'Comments' text area, and an 'Active' dropdown menu set to 'No'. Below the form are 'Delete permanently' and 'Save' buttons.
 - Asset Definition:** A list of checkboxes for defining asset capabilities, including:
 - Is inventoriable
 - Can be globally managed
 - Can be inserted in a Datacenter rack
 - Can impact be analyzed
 - Has softwares
 - Has OS
 - Has volumes
 - Has network ports
 - Has components
 - Has connections
 - Has remote management
 - Has management (Infocom)
 - May contracts can be associated
 - May documents can be associated
 - Has virtualization
 - Has antivirus
 - May kb entries can be associated
 - May assistance objects (Tickets/Problems/Changes) can be associated
 - Can have Direct/External links
 - May certificates can be associated
 - Can be annotated (Notes)
 - Is reservable
 - May domains can be associated
 - May appliances can be associated
 - May database instances can be associated
 - Logs change to this items
 - Has power supplies (used in enclosures and phones)
 - Can be wired (cable management)
 - Have plugs (from PDU)
 - May licenses can be managed
 - Have stock target/threshold (Consumable/Cartridge).
 - Can be transferred
 - Bottom:** A 'Save' button.

DCIM - current

Manage datacenter rooms and racks

Grille

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Rack A1		Rack B1		Rack C1									
2	Rack A2		Rack B2		Rack C2									
3	Rack A3		Rack B3		Rack C3									
4	Rack A4		Rack B4		Rack C4									
5	Rack A5		Rack B5		Rack C5									
6	Rack A6		Rack B6		Rack C6									
7	Rack A7		Rack B7		CHAS SIS_BL									

Front

Rear

Rack stats

Space 69%

Weight 728 / 0

Power 11058 / 0

Power units

AP8953 14400W



GLPI - incoming

Network panels and enclosure items

Name	Port number	MTU	Speed	Internal status	Last change	Number of I/O bytes	Number of I/O errors	Duplex	VLAN	Connected to
GI0/0	1	1500	1 Gbps	●	5 minutes, 22.44					
GI1/0/1	3	1500	1 Gbps	●	331 days, 09:33:11.46	1.05 Gio / 2.33 Gio	0 / 148666030	Full	default [1]U	? United Information Techno 00:24:ec:f2:12:ab
GI1/0/2	4	1500	100 Mbps	●	287 days, 20:26:19.16	881.36 Mio / 46.63 Mio	0 / 294127742	Full	default [1]U	? BDT Büro und Datentechnik 00:0e:11:fcc0:49
GI1/0/3	5	1500	100 Mbps	●	377 days, 17:46:40.79	3.87 Gio / 81.67 Mio	0 / 238675			
GI1/0/4	6	1500	100 Mbps	●	377 days, 17:46:40.84	1.69 Gio / 1.41 Gio	1 / 0		DMZ [13]U	
GI1/0/5	7	1500	1 Gbps	●	104 days, 19:36:37.34	1.82 Gio / 2.47 Gio	0 / 113888684	Full	BG [11]U	? Super Micro Computer, Inc. 00:30:48:cbb:ad:d2
GI1/0/6	8	1500	1 Gbps	●	104 days, 19:36:37.07	3.67 Gio / 1.81 Gio	0 / 88818884	Full		? G11/0/6 > GigabitEthe ce:79:3c:1c:3a:cf
GI1/0/7	9	1500	1 Gbps	●	104 days, 19:36:37.28	45.52 Mio / 1.87 Gio	0 / 136741388	Full		
GI1/0/8	10	1500	1 Gbps	●	104 days, 19:36:37.20	3.8 Gio / 916.44 Mio	0 / 242956308	Full	BG [11]U	? G11/0/8 > GigabitEthe 42:ad:b1:9:2f:52:ea
GI1/0/9	11	1500	1 Gbps	●	348 days, 22:47:55.26	2.98 Gio / 2.38 Gio	0 / 164031708	Full	BG [11]U	? Super Micro Computer, Inc. 00:25:90:3b:d1:50
GI1/0/10	12	1500	1 Gbps	●	348 days, 22:47:57.10	3.17 Gio / 3.38 Gio	6 / 1475300178	Full		
GI1/0/11	13	1500	1 Gbps	●	237 days, 12:31:45.50	661.73 Mio / 1.89 Gio	1 / 186158312	Full		
GI1/0/12	14	1500	1 Gbps	●	149 days, 18:50:56.97	1.29 Gio / 1.81 Gio	0 / 101422004	Full	BG [11]U	? Super Micro Computer, Inc.



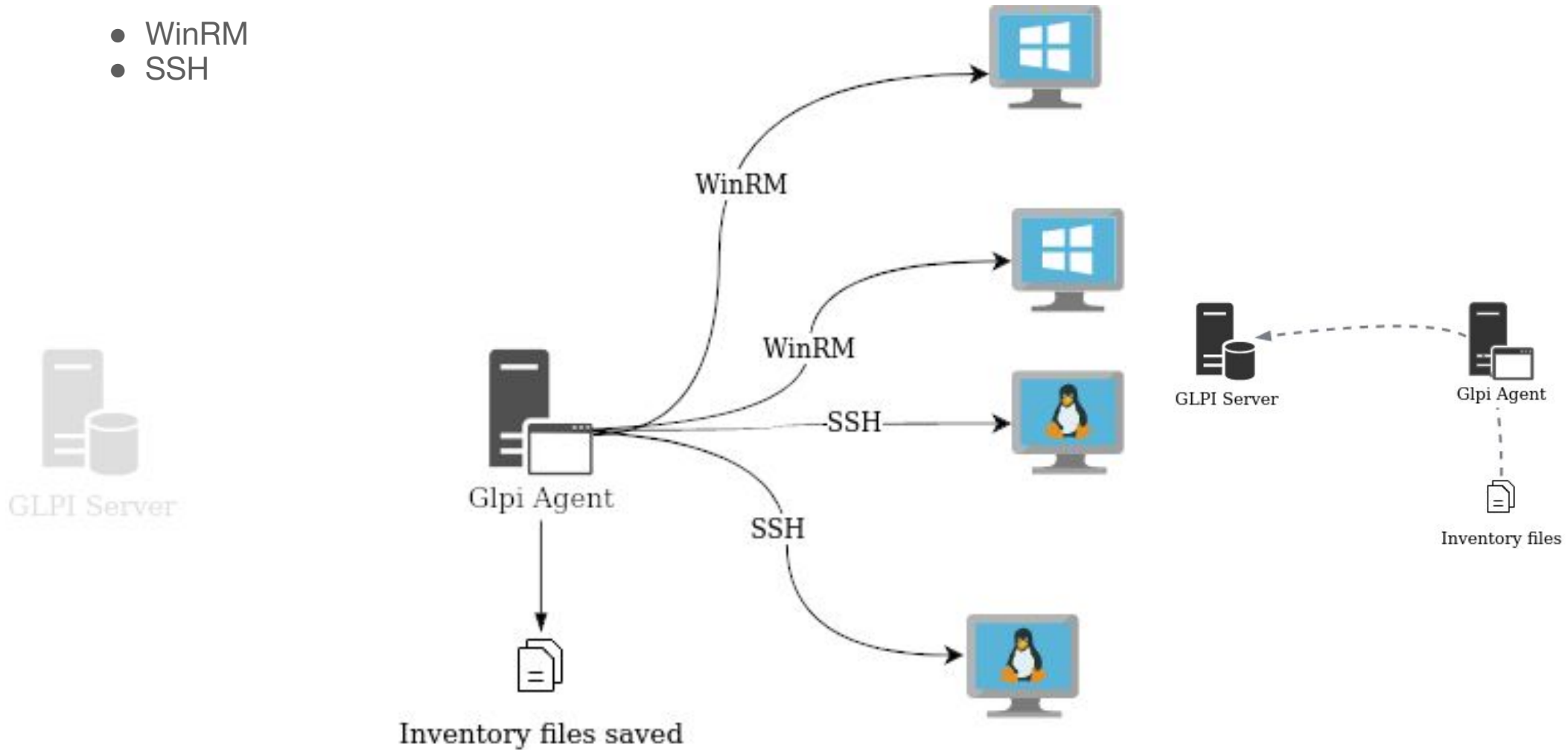
www.glpi-network.cloud



GLPI Agent - Remote inventory

Request inventories from distant computer with the help of these protocols:

- WinRM
- SSH



GLPI agent - dedicated UI

With the new toolbox feature, you can now setup the agent tasks (SNMP, remote, local inventories) independently of glpi server

The screenshot shows a web browser window at localhost:62354/toolbox/results. The interface has a dark blue header with the GLPI logo and a 'Results' title. On the left is a sidebar menu with options: Inventory, Results (selected), IP Ranges, Credentials, MibSupport, and Raw YAML. The main content area displays three summary cards: 'IPs seen by Network Scan' (12/12), 'Network Scan Inventory count' (0/12), and 'Local Inventory count' (0/12). Below these is a table of scan results, showing columns for Device name or IP, MAC, IP, SerialNumber, Tag, Source, and Type. The table lists 12 IP addresses from 192.168.1.102 to 192.168.1.91, all with 'NetDiscovery' as the source. At the bottom of the table are 'Delete' and 'Scan again' buttons. Below the table are two orange buttons: 'Download results' and 'Download full scan datas'. The footer of the browser window shows 'GLPI Agent v1.3-git608d766e' and 'ToolBox Plugin v1.0'.

Device name or IP	MAC	IP	SerialNumber	Tag	Source	Type
192.168.1.102		192.168.1.102			NetDiscovery	
192.168.1.116	6c:70:9f:82:3c:58	192.168.1.116			NetDiscovery	
192.168.1.129	00:04:4b:fa:8a:4c	192.168.1.129			NetDiscovery	
192.168.1.147	18:69:d8:3c:9e:f5	192.168.1.147			NetDiscovery	
192.168.1.153	00:31:92:a7:3d:b6	192.168.1.153			NetDiscovery	
192.168.1.175	90:e8:68:74:0c:39	192.168.1.175			NetDiscovery	
192.168.1.193	48:9e:bd:2f:8f:5c	192.168.1.193			NetDiscovery	
192.168.1.200	10:2c:6b:10:97:5e	192.168.1.200			NetDiscovery	
192.168.1.254	8c:97:ea:38:7e:c7	192.168.1.254			NetDiscovery	
192.168.1.255	ff:ff:ff:ff:ff:ff	192.168.1.255			NetDiscovery	
192.168.1.65	d4:f5:47:0b:24:c4	192.168.1.65			NetDiscovery	
192.168.1.91	e0:dc:ff:ed:09:59	192.168.1.91			NetDiscovery	



GLPI Agent - future Golang rewrite

Objectives

- More popular language than Perl
- portability
- modules





Integration with NetEye Unified Monitoring solutions

- ▶ TecLib und Würth Phoenix work on the joint effort to bring forward the **Open Source** based collaboration with the integration of GLPI into NetEye to support the broader vision of an integrated unified system platform
- ▶ This cooperation takes place on three levels:
 - ▶ Research and Development
 - ▶ Security - DevSecOps
 - ▶ Customer Service Support
 - ▶ Delivery – Consultancy

▶ You will have the option to extend the NetEye subscriptions with GLPI on-prem subscription to get the full picture of added value services on the integrated NetEye platform.



Thank you!

