iTop

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. Increase your productivity by managing user requests, incidents, problems, changes, and the service catalog in a single repository.

Ease of use:

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

Innovative features:

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

The core of iTop: the CMDB

The configuration management database (CMDB) stores all the configuration items (CIs) and their relationships, allowing you to document the whole infrastructure and its environment. The CMDB keeps a log of all changes.

Service catalog management

Service catalog management is the foundation around which the various processes (the management of user requests, incidents and changes) are structured. iTop allows service level expectations to be defined on the basis of simple metrics that are measured directly from the tickets.

Rapid access to information

iTop offers both multi-criteria searches and a global search engine. In addition, in iTop each CI (or list of CIs) is accessible through a direct web link.

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 and generate a list of persons who need to be notified.
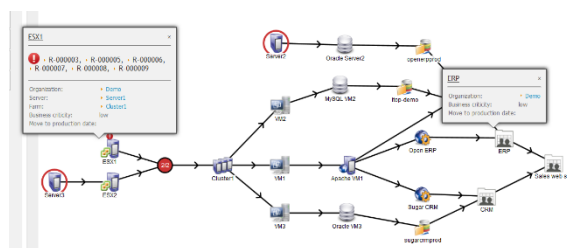
Integrated audit

To guarantee the CMDB quality, an integrated audit tool allows you to define the control rules that verify the presence of information in the application. The error report is generated in real time.

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

Easy data loading

The import tool allows external information to be loaded quickly onto iTop. A wizard guides you through the process and verifies its consistency. All the items, their attributes and their relations can be massively imported.

Flexible ticket management

iTop allows you to manage tickets with specific workflows: queries, incidents, problems, change. For support teams, automatic notifications and predefined actions are associated to tickets.

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 and manage their requests through a simple e-mail exchange. iTop updates tickets based on those conversations and automatically notifies the support agent.

Productivity of support teams

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

Approval of user requests

iTop can predefine rules to automate the approval process (through an e-mail for example). iTop allows active or passive approvals as well as multilevel approvals.

Client portal

"Client" users can submit queries directly according to the service catalog while tracking and updating them on the portal. For standard requests the portal also provides predefined templates.

Satisfaction surveys

With iTop you can design questionnaires and manage surveys to evaluate user satisfaction. The survey results can be accessed directly via the web interface and can also be printed and exported in CSV format.

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. For example: Activity rate of support teams, number of incidents per service or per client, managed configuration items, etc.
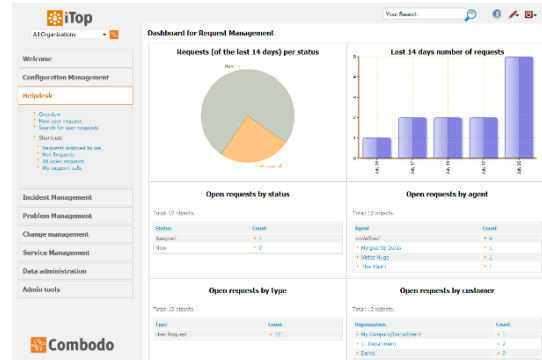
Dashboard

Integrated activity report with Excel

Using the native functionality of Excel (web data import) you can easily create activity reports based on iTop data. All you need is a basic knowledge of Excel.

Data integration

iTop integrates a powerful data exchange engine to add, update and delete external information according to predefined reconciliation rules. Data can be processed through an ETL or a script.

All this information can be exported in HTML, CSV and XML.

Toutes les informations peuvent être exportées en HTML, CSV et XML. For complex exports, iTop integrates the query language OQL. A program interface (REST/JSON) gives access to all the elements of the application.

Graphic edition of data model

ITSM Designer is a graphic application, accessible online, which is integrated to iTop to edit the data model, the workflows and the application interface. No programming skill is required.
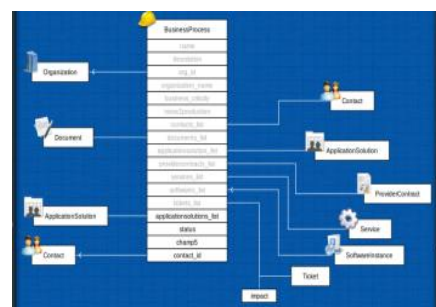
EDITION:	Community	Essential	Professional
CMDB	✔	✔	✔
Service catalog	✔	✔	✔
User request management	✔	✔	✔
Incident management	✔	✔	✔
Problem management	✔	✔	✔
Change management	✔	✔	✔
CSV import	✔	✔	✔
Data synchronization	✔	✔	✔
Editable dashboards	✔	✔	✔
Impact analysis	✔	✔	✔
Configurable notifications	✔	✔	✔
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, PDF
- 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 (TOO, TTR …)
- 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

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