

fOSSa 2010



**An OpenSource alternative to deploy ITIL
best practices**

Introduction

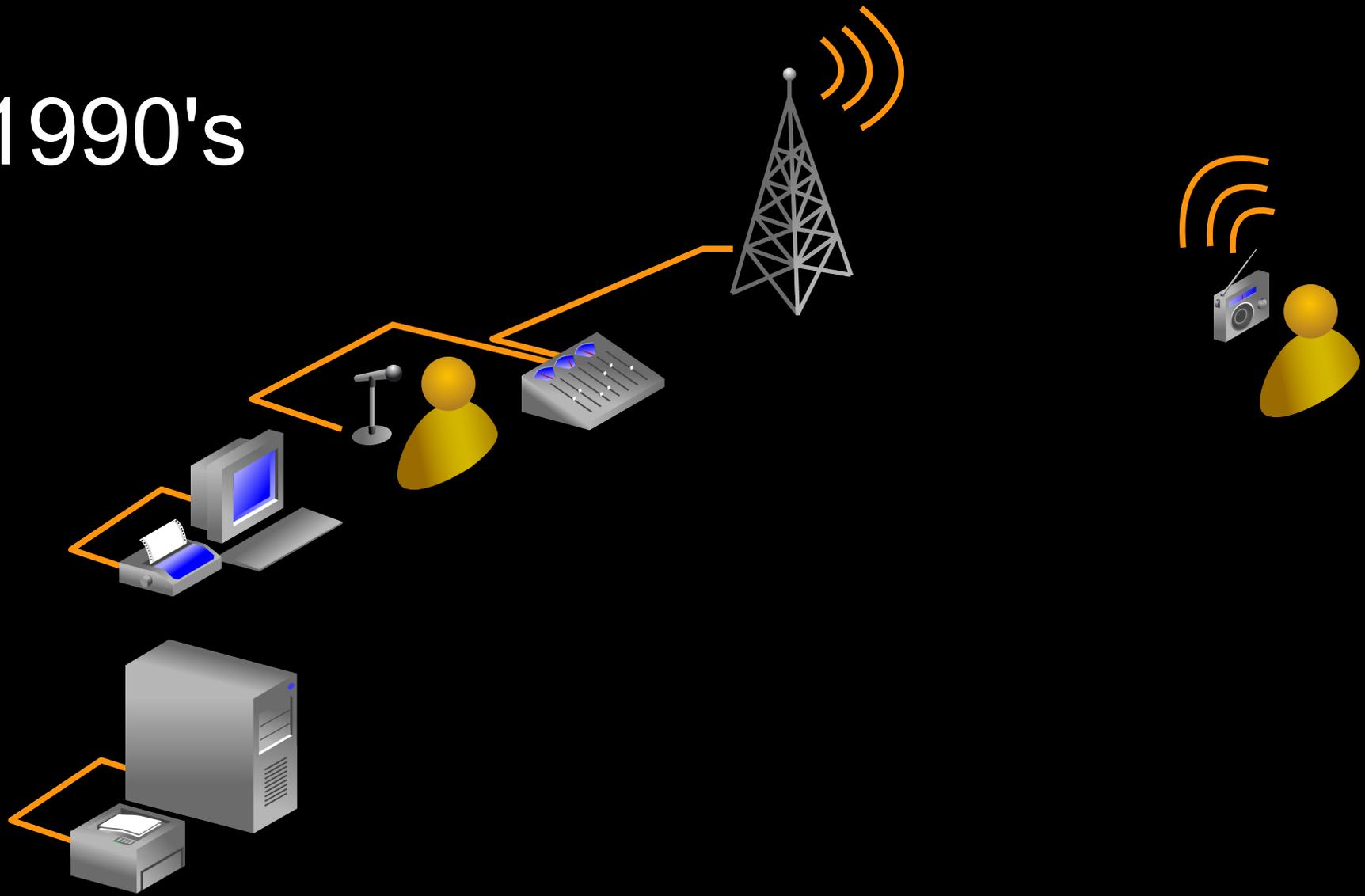


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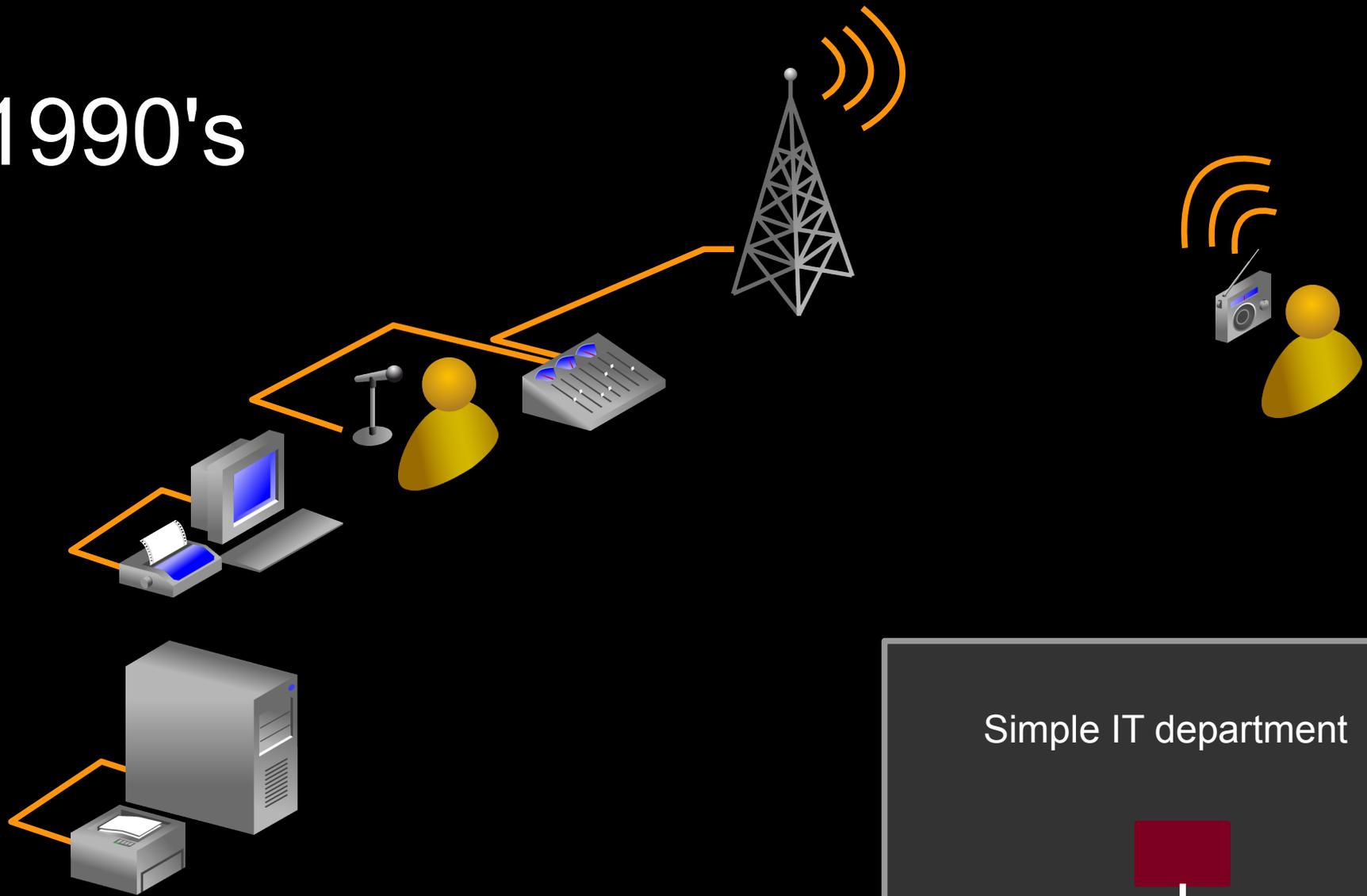
Agenda

- Why is IT management more and more complex ?
- Demonstration of iTop
- Why did we choose an OpenSource model ?

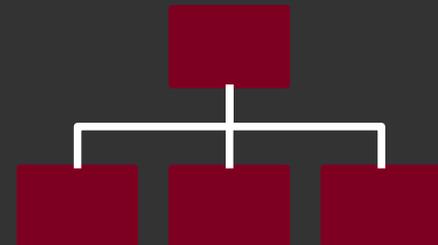
1990's



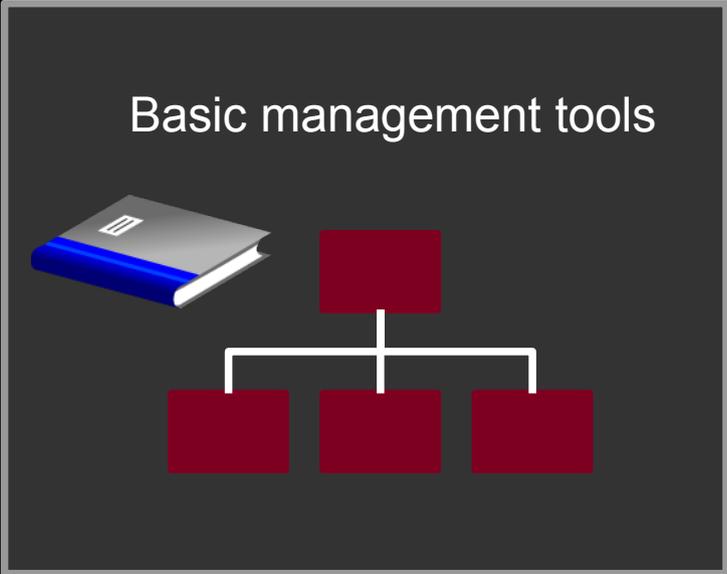
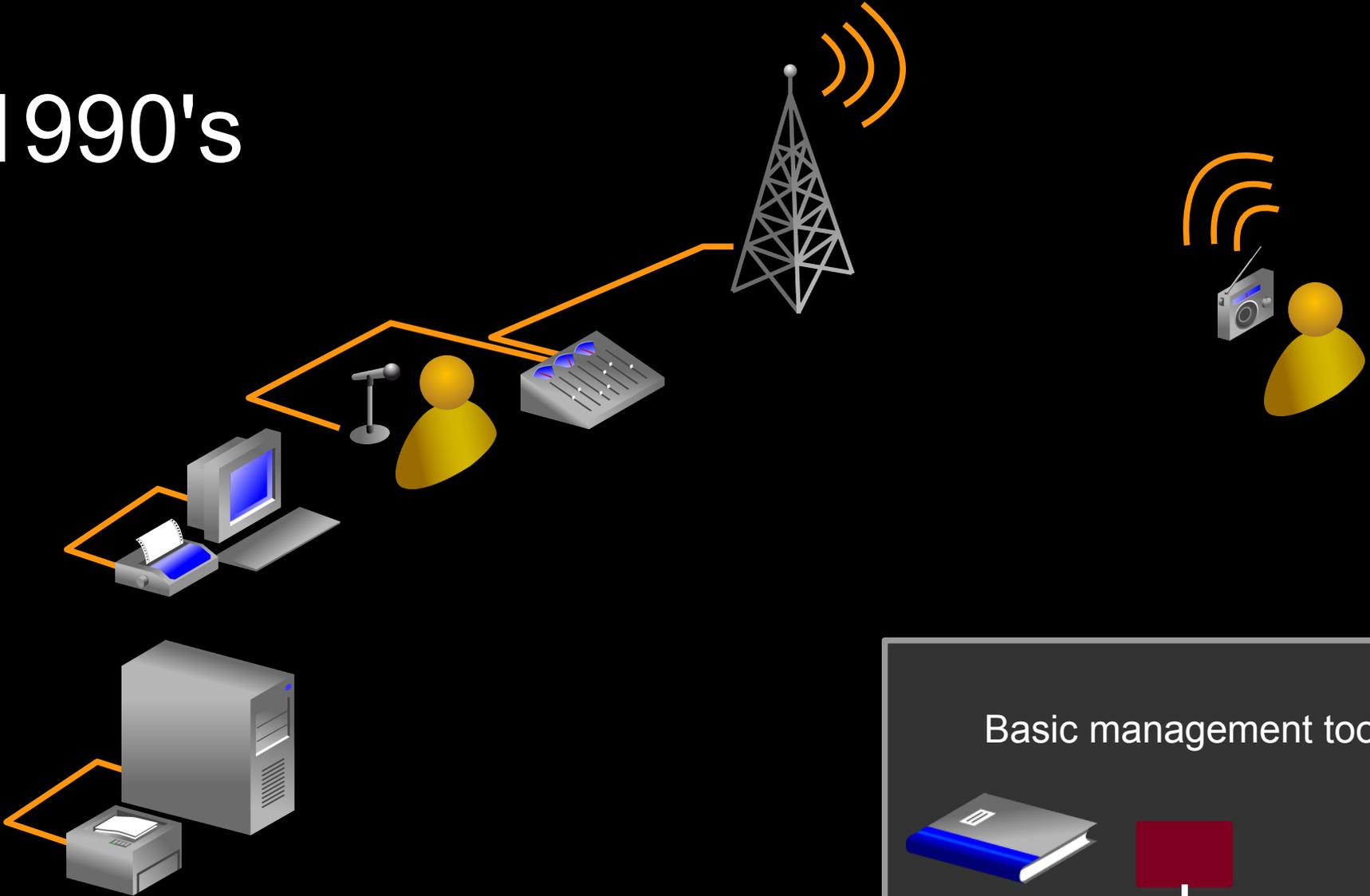
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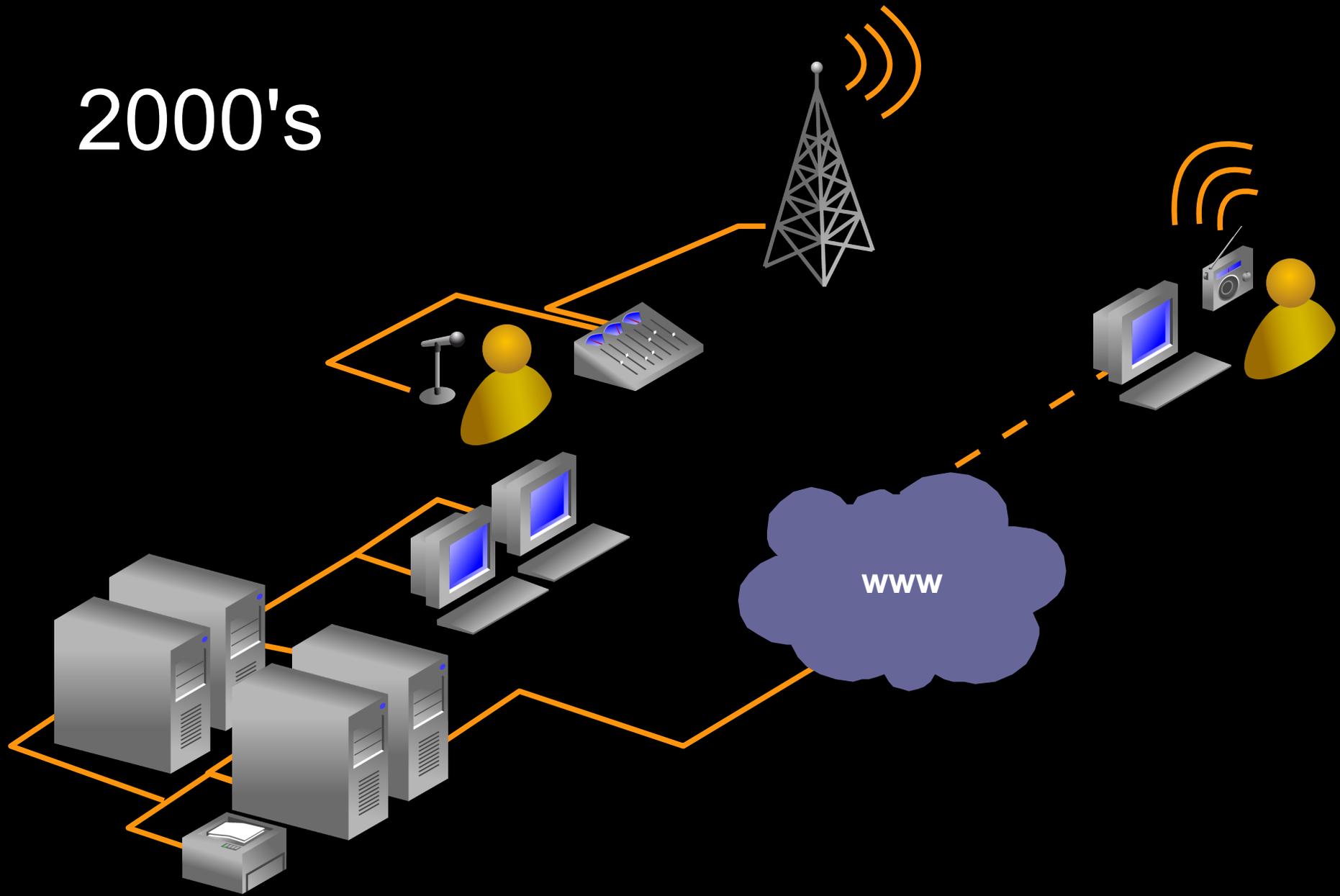
Simple IT department



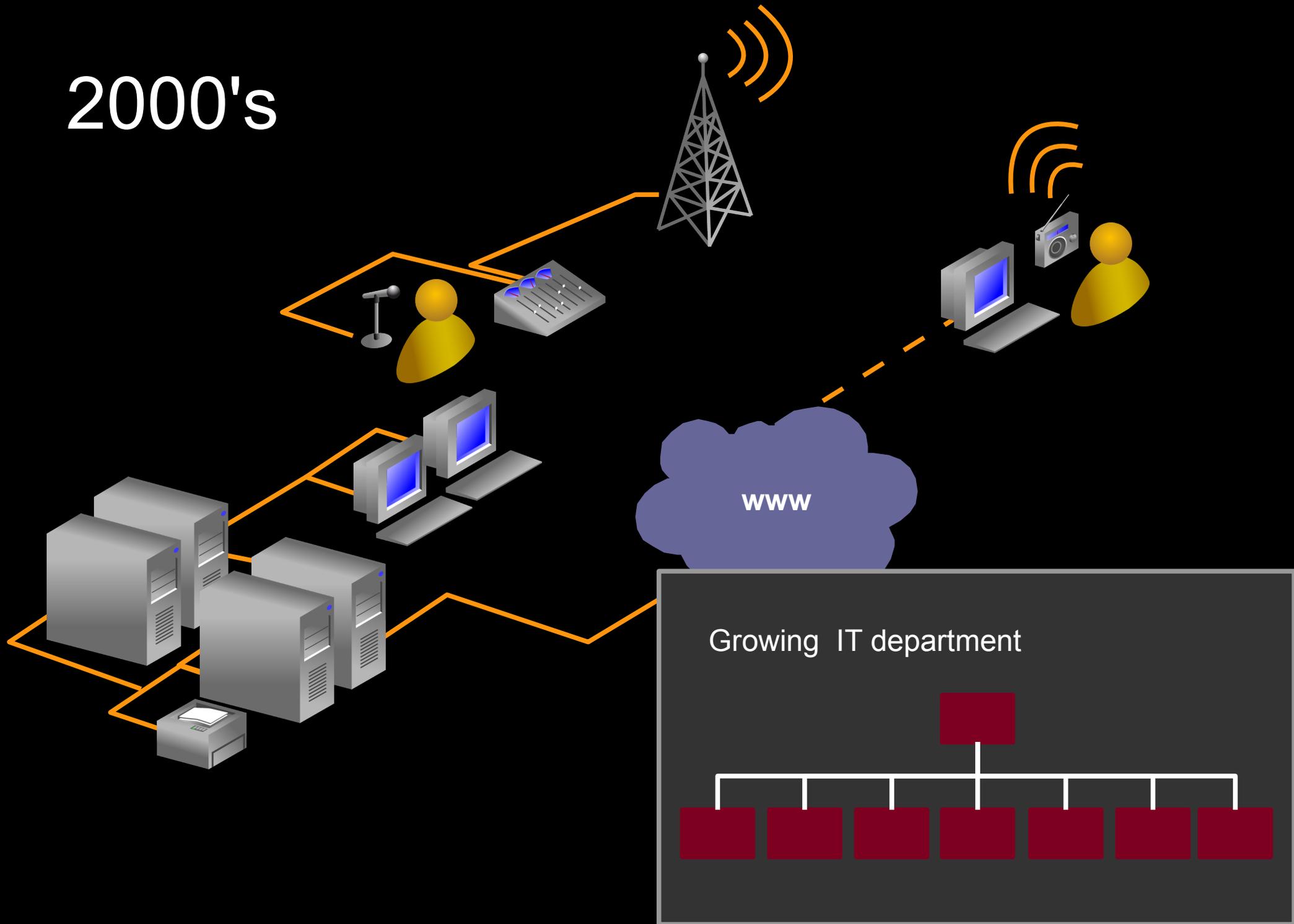
1990's



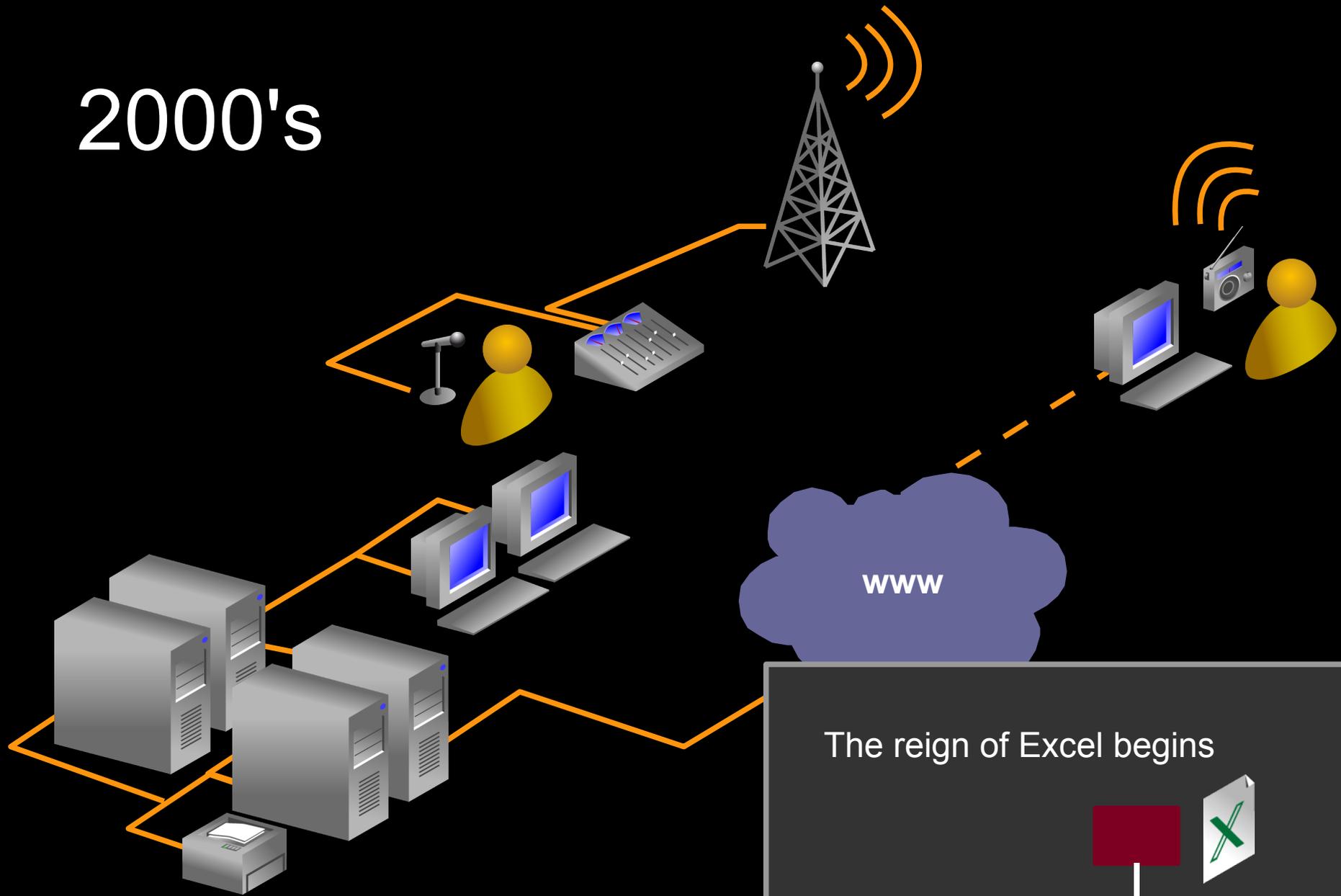
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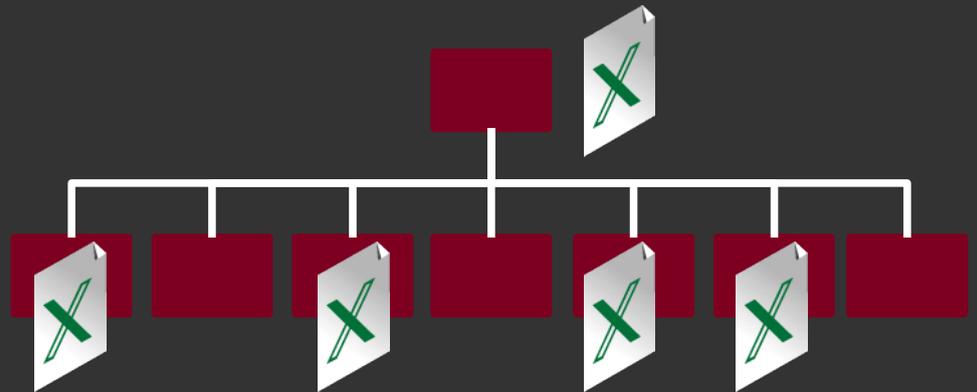
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2000's



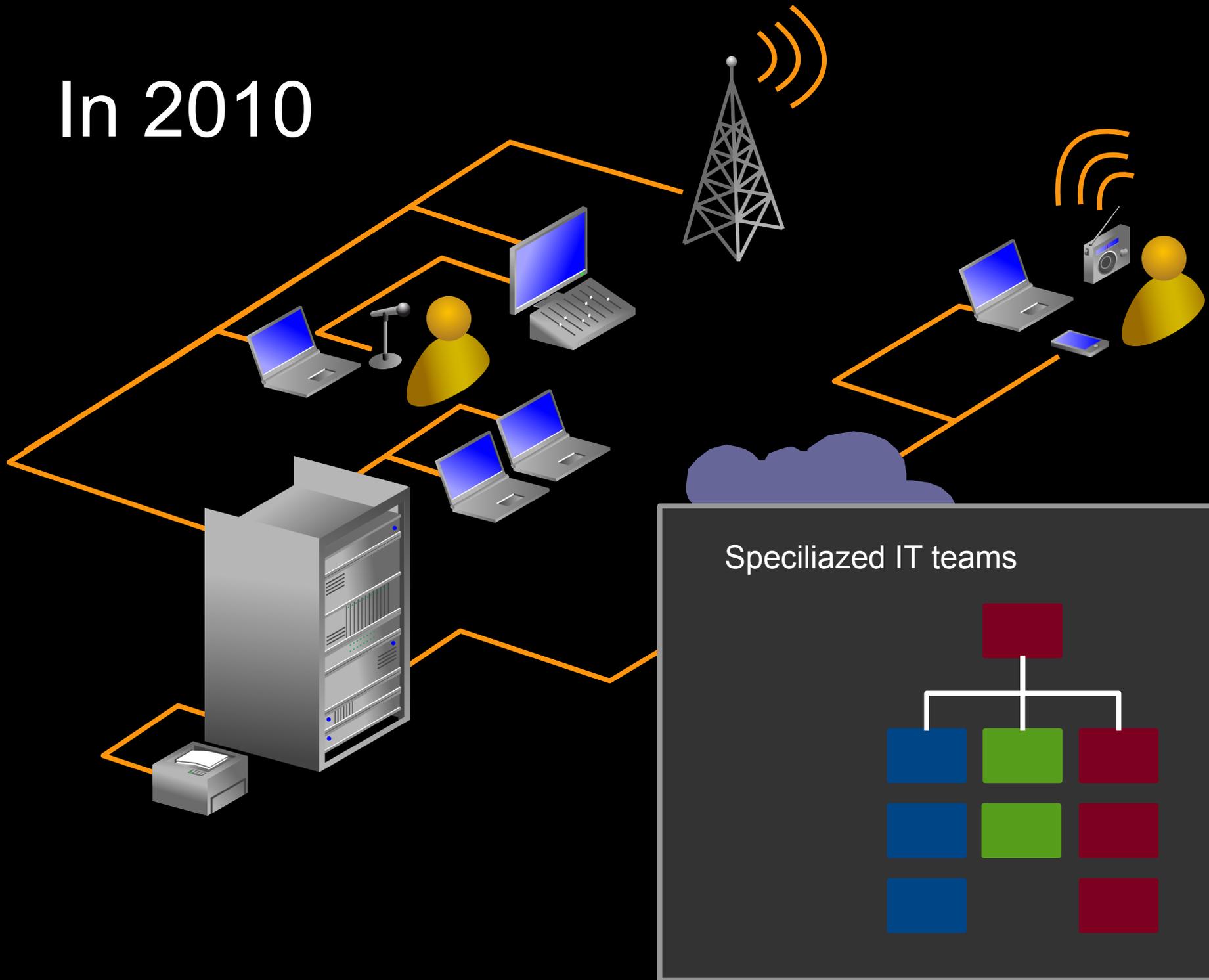
The reign of Excel begins



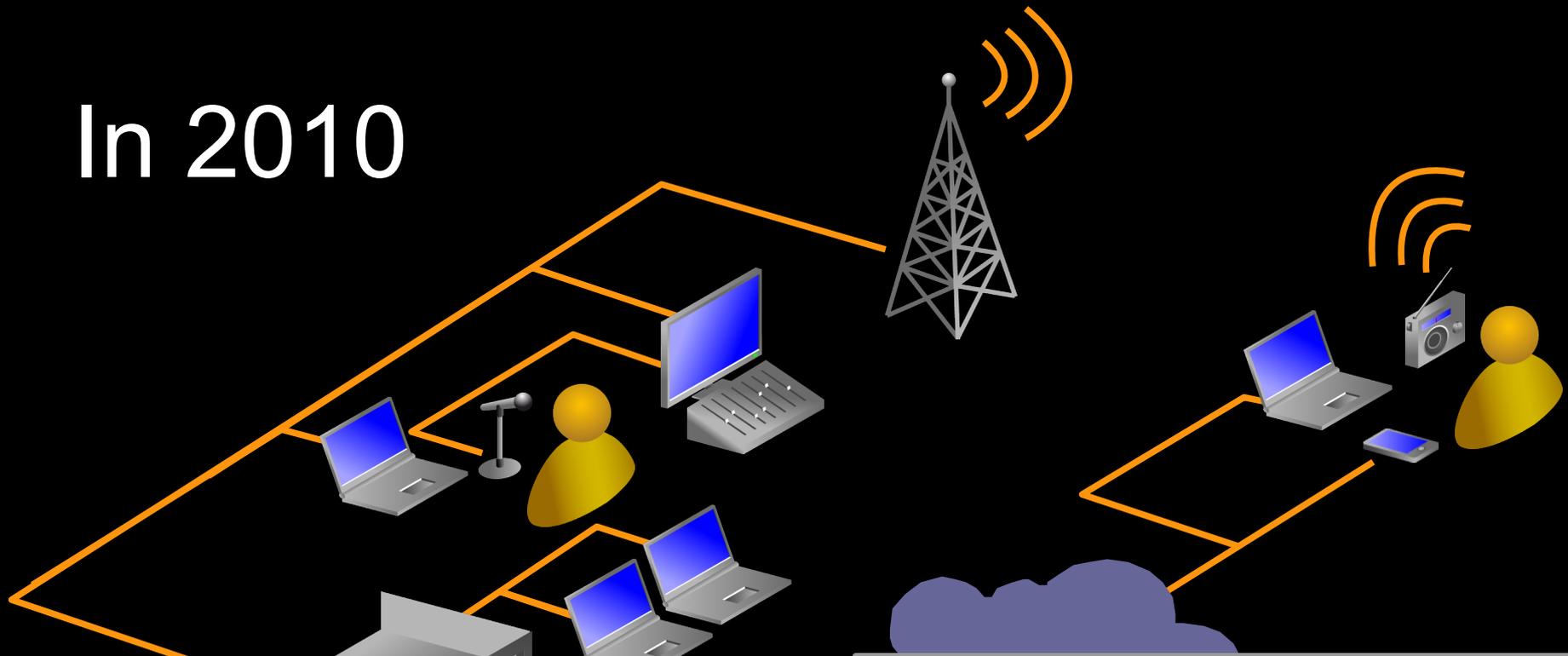
In 2010



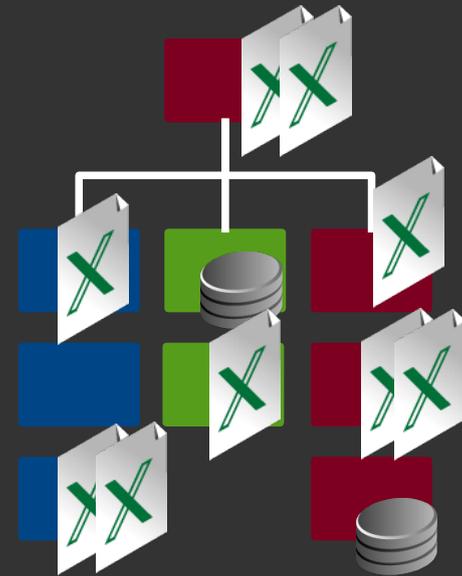
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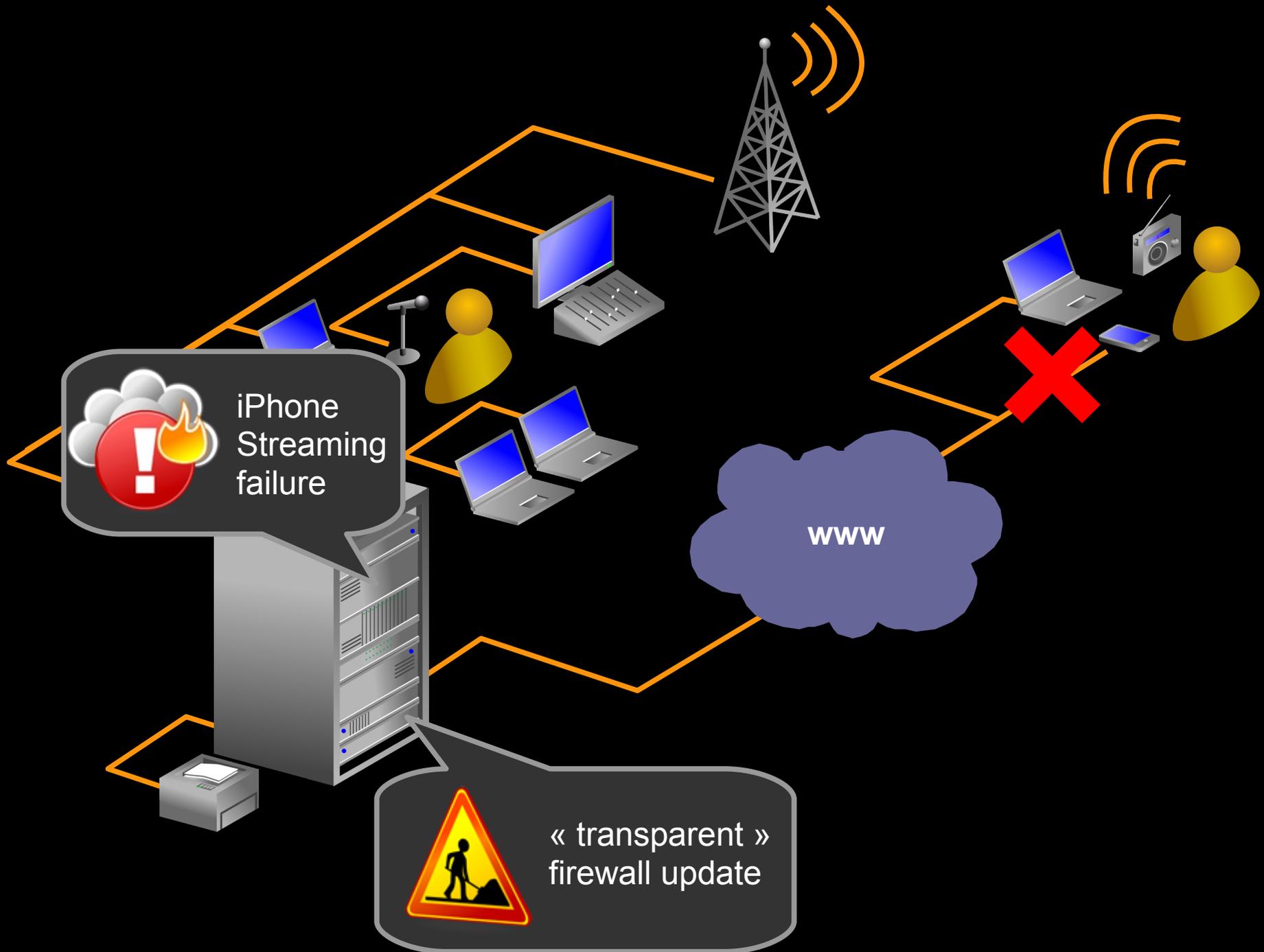
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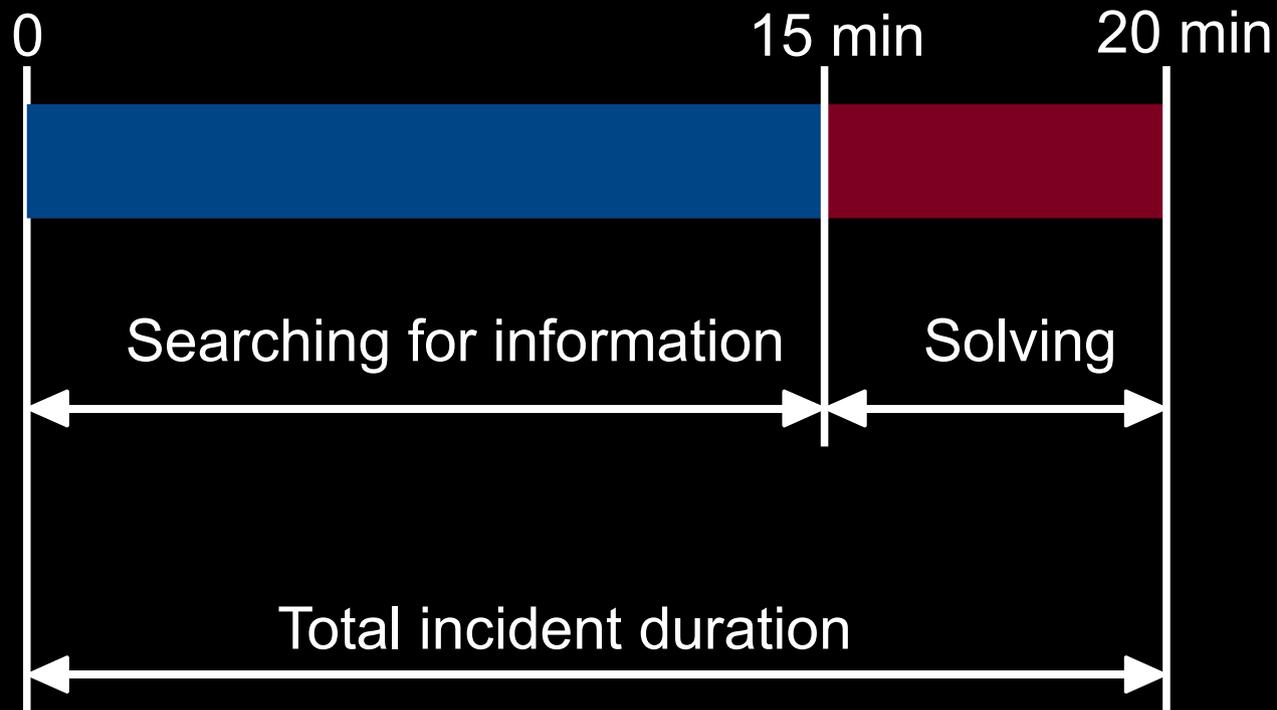
Dedicated mgmt tools, Excel nightmare



Consequences of a change



Information sharing is key



Introducing iTop



Demo

ITIL ?

Best Practices **Service Desk**
Known Error **CMDB** Problem
Knowledge Base **ITIL** Change
Incident Alarm
Request Management
Configuration Service Catalog
Item

Why an Open Source model ?

- To differentiate iTop from commercial software
- Obvious as iTop relies on MySQL, PHP
- Great vector of communication

Balance between OSS and Professional Services



Thank you !

- <http://www.combodo.com/itop>
- <http://itop.svn.sourceforge.net/>
- <http://www.combodo.com/itopdocumentation>
- <http://www.linkedin.com> iTop by Combodo

Q & A session

