iTop学习分享

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iTop概要

起源

IT Operational Portal
德国

开源

PHP开发、BS架构、跨平台
代码开放随便下载

合规性

符合ITIL最佳实践、ISO20000

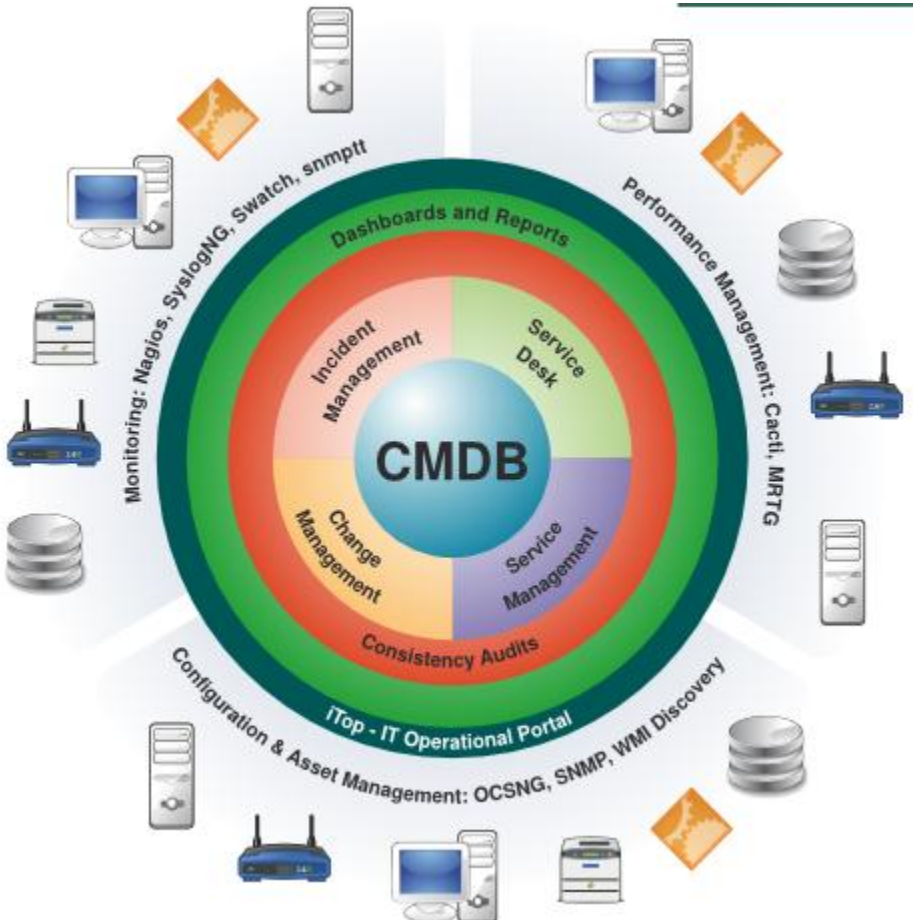
适用范围

通用运维支持流程，适合大部分企业

iTop概要

架构

强大的CMDB周围，iTop提供了用户请求管理（help desk），事件管理，变更管理，服务管理和文档管理。iTop还内置了数据同步引擎



iTop安装

环境要求

硬件

处理器	内存	硬盘
单核1GHz	1Gb	5G

软件

语言包	数据库	WebServer
PHP V 5.2.0	MySQL V5.0	Apache、IIS

安装集成

WampServer： Apache+PHP+Mysql 集成环境

iTop安装（Cont.）

The options below allow you to configure the type of elements that are to be managed inside iTop.

- **Configuration Management Core**
  All the base objects that are mandatory in the iTop CMDB: Organizations, Locations, Teams, Persons, etc.
- **Data Center Devices**
  Manage Data Center devices such as Racks, Enclosures, PDUs, etc.
- **End-User Devices**
  Manage devices related to end-users: PCs, Phones, Tablets, etc.
- **Storage Devices**
  Manage storage devices such as NAS, SAN Switches, Tape Libraries and Tapes, etc.
- **Virtualization**
  Manage Hypervisors, Virtual Machines and Farms.

Select the choice that best describes the relationships between the services and the IT infrastructure in your IT environment.

- **Service Management for Enterprises**
  Select this option if the IT delivers services based on a shared infrastructure. For example if different organizations within your company subscribe to services (like Mail and Print services) delivered by a single shared backend.
- **Service Management for Service Providers**
  Select this option if the IT manages the infrastructure of independent customers. This is the most flexible model, since the services can be delivered with a mix of shared and customer specific infrastructure devices.

CMDB范围选择
服务管理配置
工单管理配置
变更管理配置
其他流程安装

Select the type of tickets you want to use in order to respond to user requests and incidents.

- **Simple Ticket Management**
  Select this option to use one single type of tickets for all kind of requests.
- **ITIL Compliant Tickets Management**
  Select this option to have different types of ticket for managing user requests and incidents. Each type of ticket has a specific life cycle and specific fields
  - **User Request Management**
    Manage User Request tickets in iTop
  - **Incident Management**
    Manage Incidents tickets in iTop
- **No Tickets Management**
  Don't manage incidents or user requests in iTop

Pick from the list below the additional ITIL processes that are to be implemented in iTop.

- **Known Errors Management**
  Select this option to track "Known Errors" and FAQs in iTop.
- **Problem Management**
  Select this option track "Problems" in iTop.

Select the type of tickets you want to use in order to manage changes to the IT infrastructure.

- **Simple Change Management**
  Select this option to use one type of ticket for all kind of changes.
- **ITIL Change Management**
  Select this option to use Normal/Routine/Emergency change tickets.
- **No Change Management**
  Don't manage changes in iTop

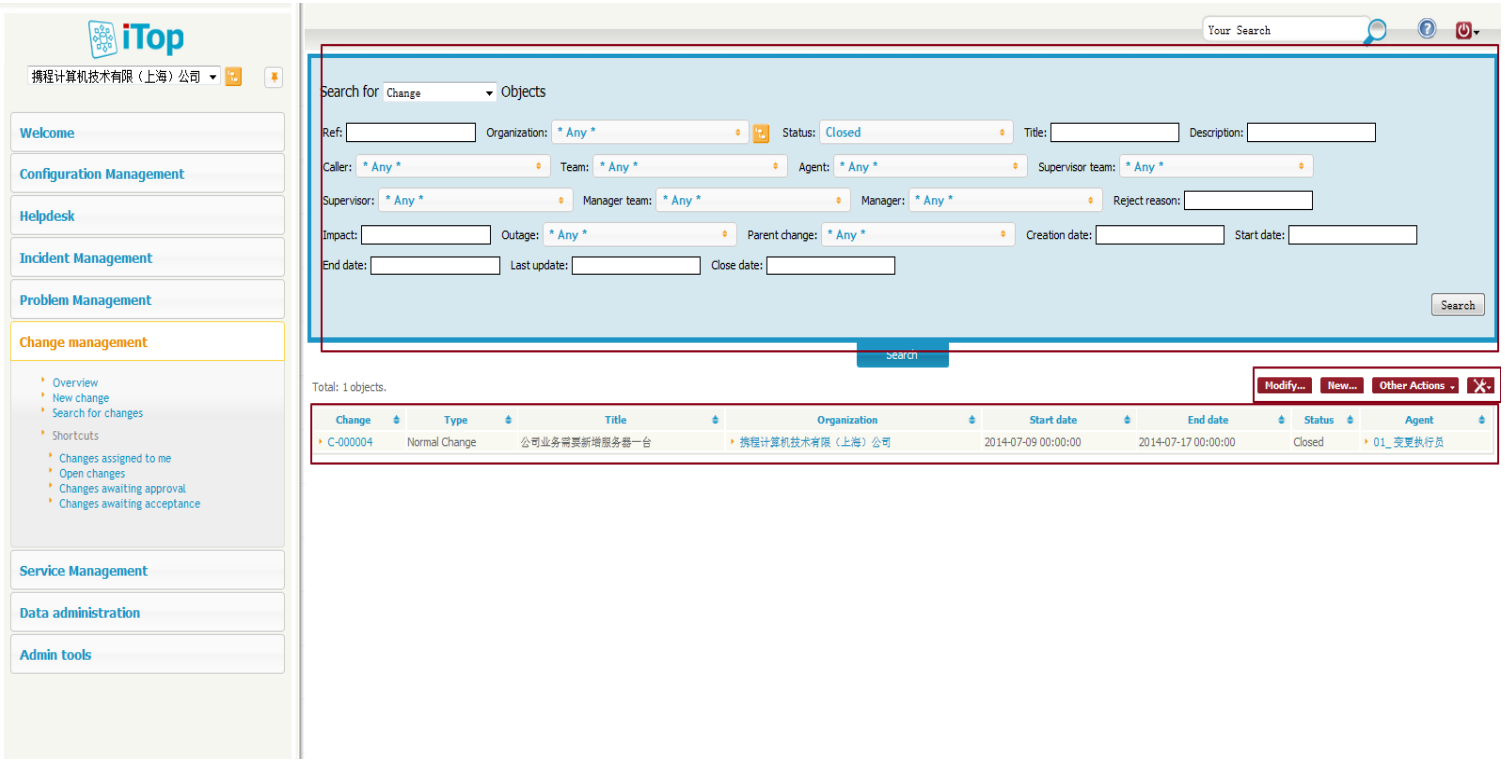
iTop界面

通用界面

导航菜单、全文搜索、Action等

iTop界面(Cont.)

具体页面



iTop核心：CMDB

内置角色

十二种角色

Administrator 具有最高权限，能绕过任何控制

Change Approver 变更审批者/经理

Change Implementor 变更实施者是执行变更操作的人

Change Supervisor 变更监督者是对变更执行过程整体负责的人

Configuration Manager 配置经理是修改维护CMDB配置项的人

Document author 文档作者

Portal power user 门户高级用户是能够查看某个用户下所有票单的人。它还必须具有其它角色，如门户用户的角色

Portal user门户用户能访问iTop门户。不具有其它任何标准应用访问权限的人，将被自动重定向到用户门户。

Problem Manager 问题经理分析和解决当前问题的人。

Service Desk Agent 服务台人员

Service Manager 服务经理是负责吧服务交付给客户(内外部)的人

Support Agent 支持人员/现场工程师

iTop核心：CMDB（Cont.）

内容

不仅是物理、软件组件，还有联系人、位置、文档、配置项组等

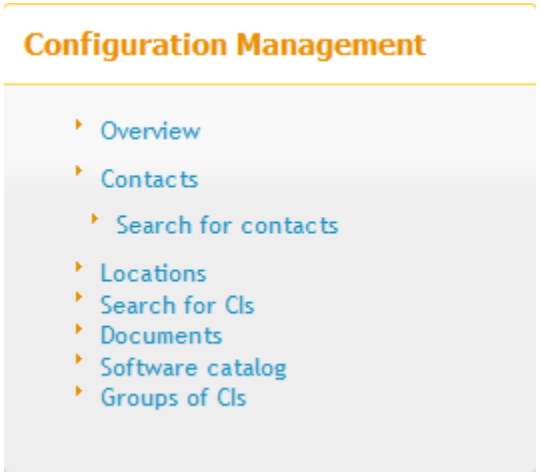
广度： 5大类，基础设施、虚拟化、终端设备、软件和应用、

深度： 3层，如网咯设备又分路由器、交换机等

CSV批量导入导出

自定义

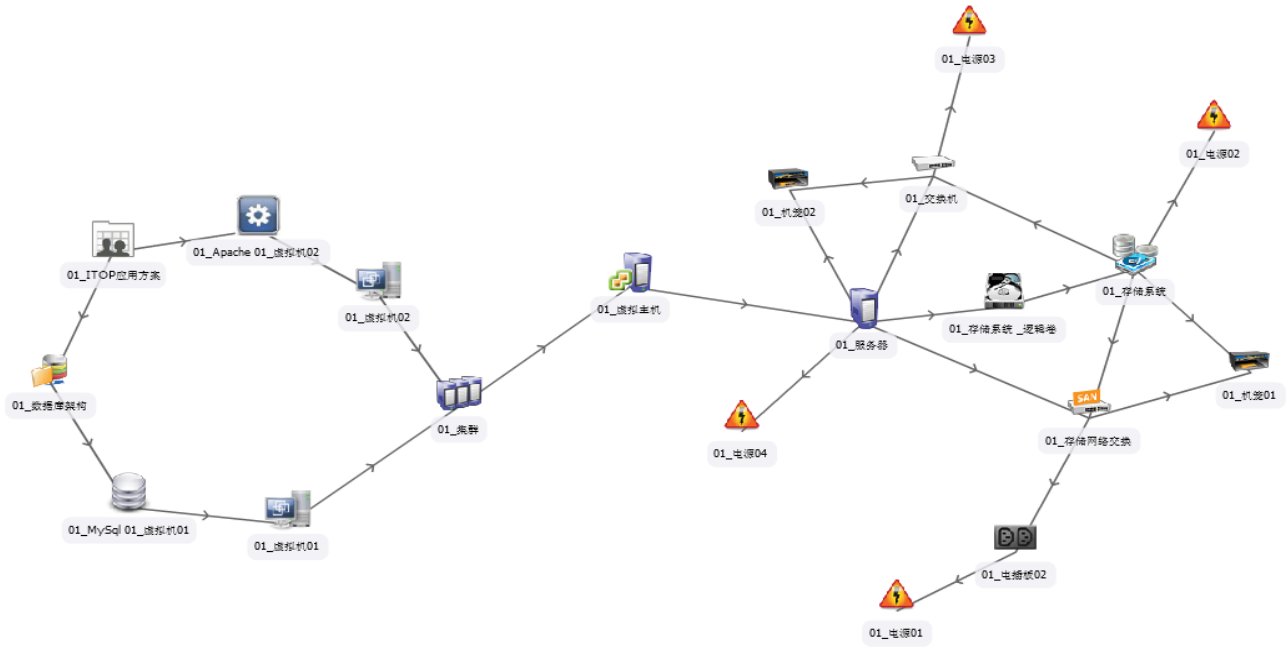
配置XML文件以新增CI类、新增字段等



iTop核心：CMDB（Cont.）

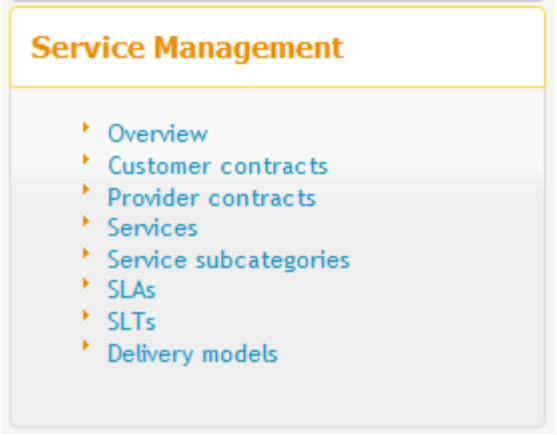
关系

依赖于



影响

iTop服务管理



服务管理

合同管理

供应商合同、客户合同

服务目录管理

服务子目录

SLT:服务级别触发

TTO：Time to Own　　创建到指派的时间，类似于接受事件

TTR：Time to Resolve　指派到解决时间，对比Remedy解决超时

SLA：服务级别协议

按照组织、人员、配置项、优先级等制定服务级别

交付模式

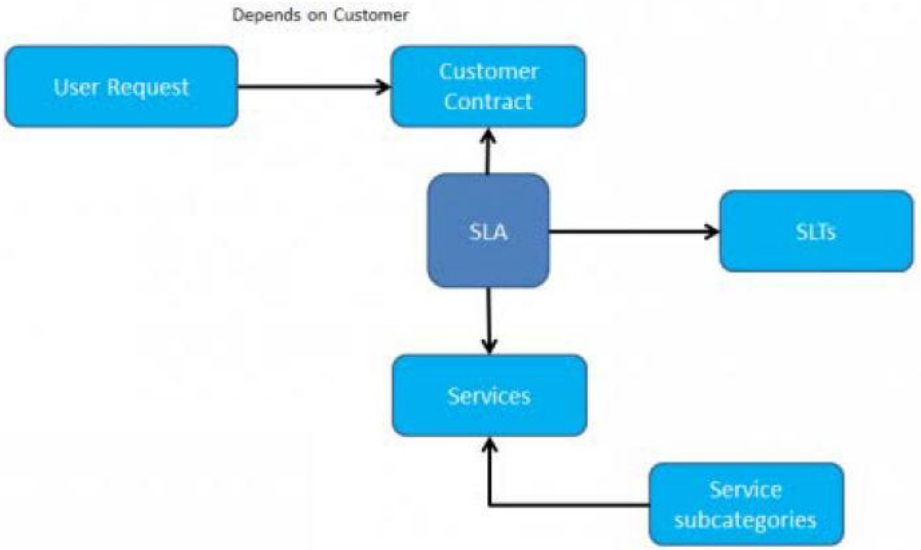
指定某个团队向另一个客户团队服务，IT、OPS服务对象不同

每一个客户组织有且仅有一个交付模式

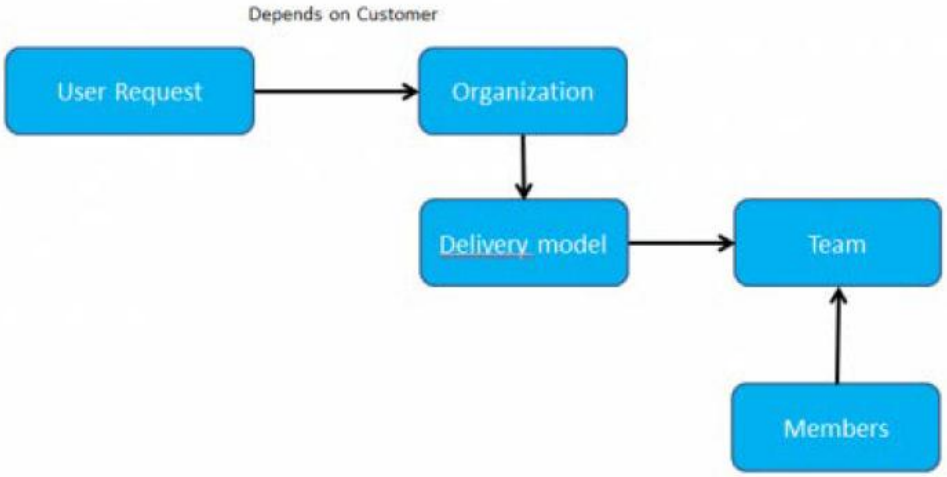
iTop服务管理（Cont.）

用户请求关系

与SLA关系



与交付模式关系



iTop流程：事件、变更

事件管理

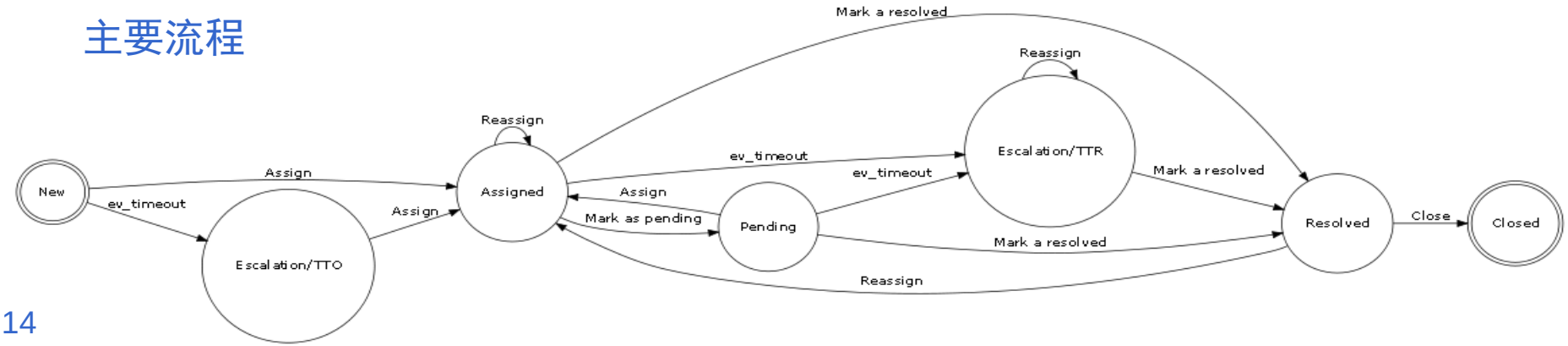
事件相关人员角色

- 服务台
- 支持人员（一线、二线）

主要支持功能

- 记录、分级、分类
- 关联配置项等
- 显示SLA、自动升级
- 历史记录显示（审计）
- ……

主要流程



iTop流程：事件、变更（Cont.）

变更管理

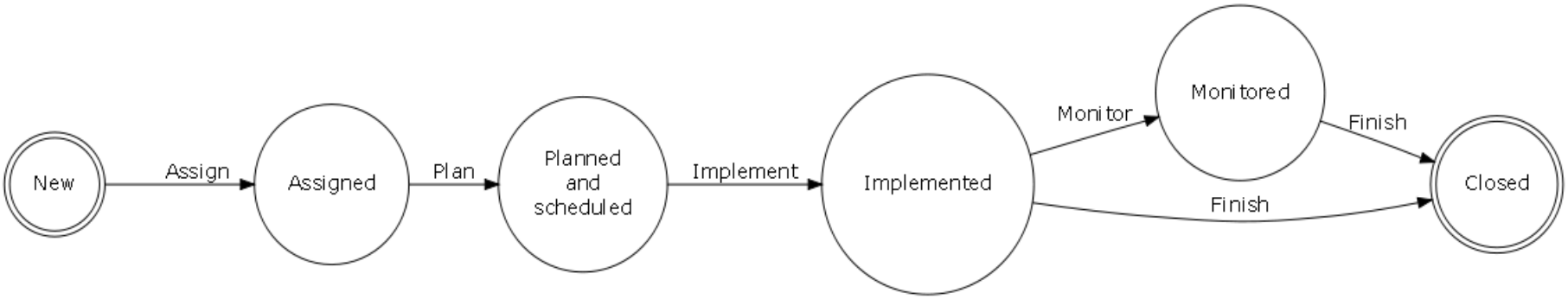
变更相关人员角色

- 变更主管
- 变更审批人
- 变更执行人

主要支持功能

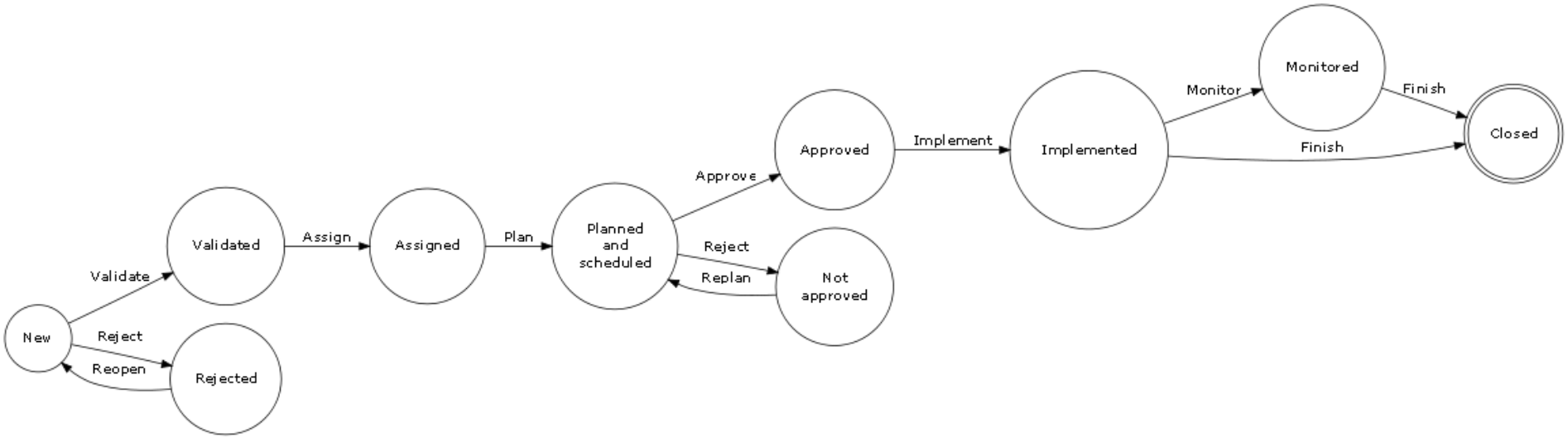
- 记录RFC
- 关联配置等
- 监控功能
- ……

常规变更（预授权）

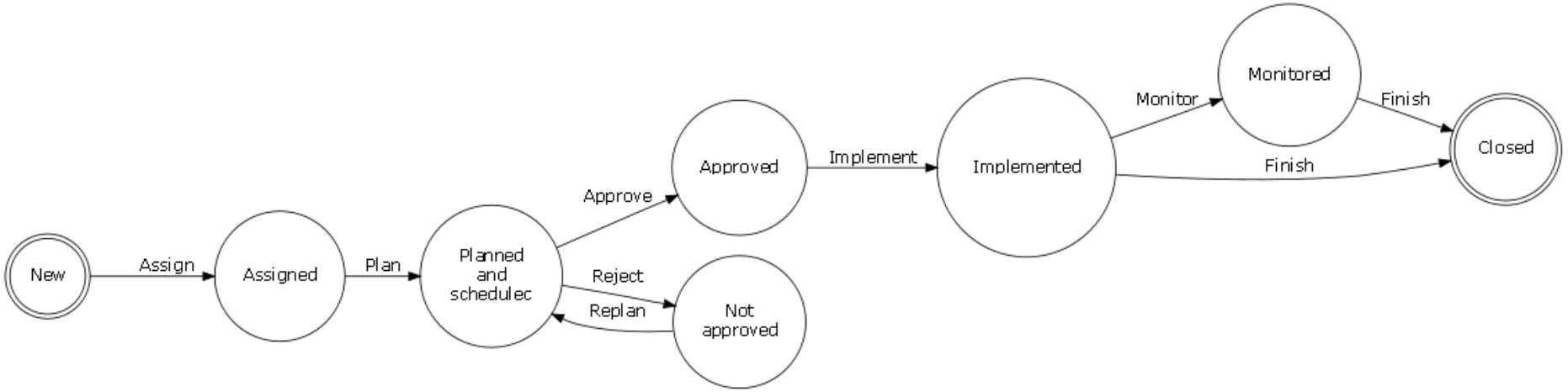


iTop流程：事件、变更（Cont.）

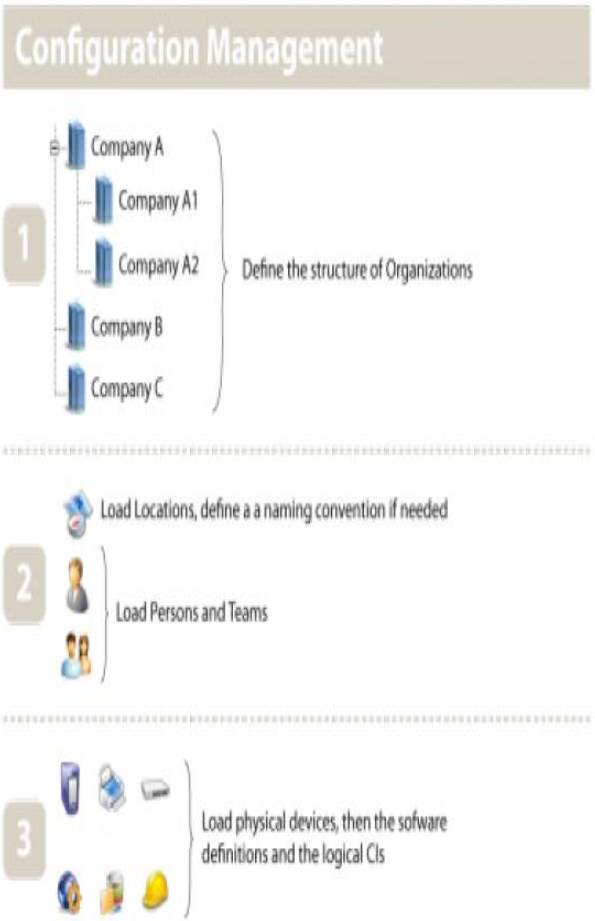
正常变更（遵循完整流程）

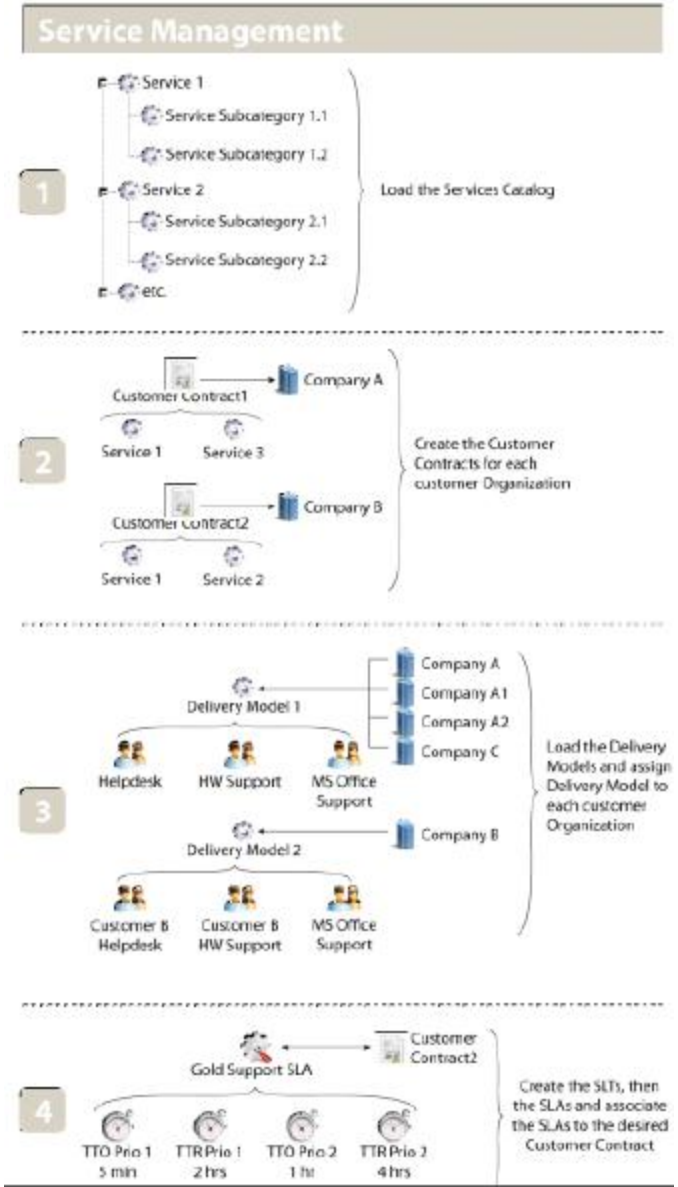


紧急变更（ECAB）



iTop实施


Configuration Management
Company A
Company A1
Company A2
Company B
Company C
1
Define the structure of Organizations
Load Locations, define a a naming convention if needed
2
Load Persons and Teams
3
Load physical devices, then the sofware definitions and the logical CIs


Service Management
Service 1
Service Subcategory 1.1
Service Subcategory 1.2
Service 2
Service Subcategory 2.1
Service Subcategory 2.2
etc.
1
Load the Services Catalog
Customer Contract1
Company A
Service 1
Service 3
Customer Contract2
Company B
Service 1
Service 2
2
Create the Customer Contracts for each customer Organization
Company A
Company A1
Company A2
Company C
Delivery Model 1
Helpdesk
HW Support
MS Office Support
Company B
Delivery Model 2
Customer B Helpdesk
Customer B HW Support
MS Office Support
3
Load the Delivery Models and assign Delivery Model to each customer Organization
Customer Contract2
Gold Support SLA
TTO Prio 1 5 min
TTR Prio 1 2 hrs
TTO Prio 2 1 hr
TTR Prio 2 4 hrs
4
Create the SLTs, then the SLAs and associate the SLAs to the desired Customer Contract

iTop集成

AD 接入

邮件

机制触发、创建单子

手机 App

短信

监控系统

二次开发

谢　谢