

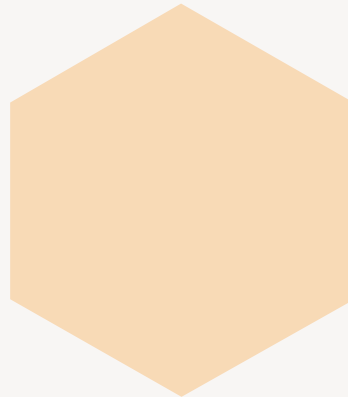


Transforming IT Governance and Digital Transformation with GLPI

Empowering IT Operations with Comprehensive ITSM Solutions

Blueprint-360

Your Partner in Digitization, Quality Management, and Automation.



GLPI Modules



CMDB



Assistance



Cost Management



Administration



Configuration

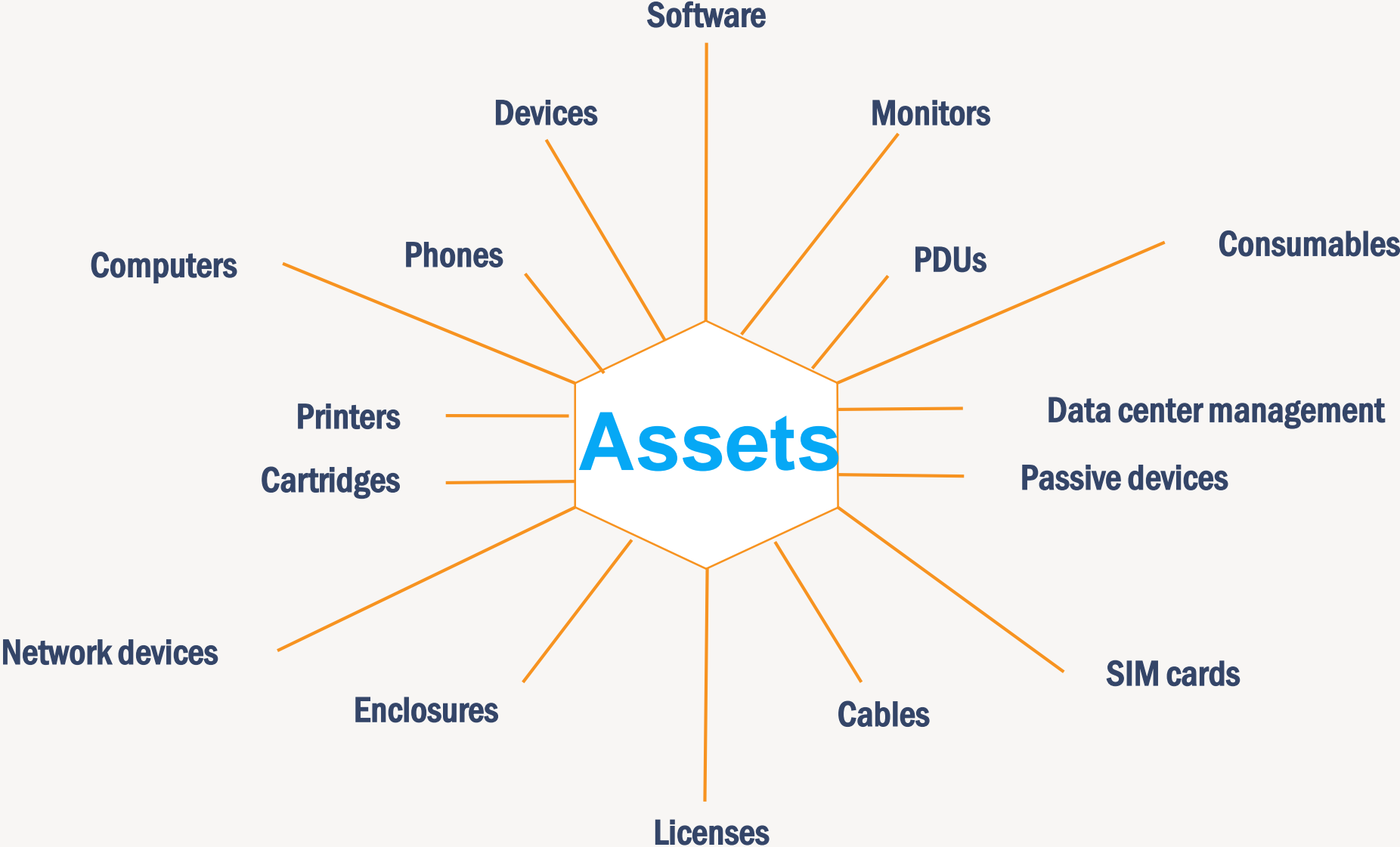
CMDB

IT assets management is one of the major problems every big company faces nowadays. How do they solve it?

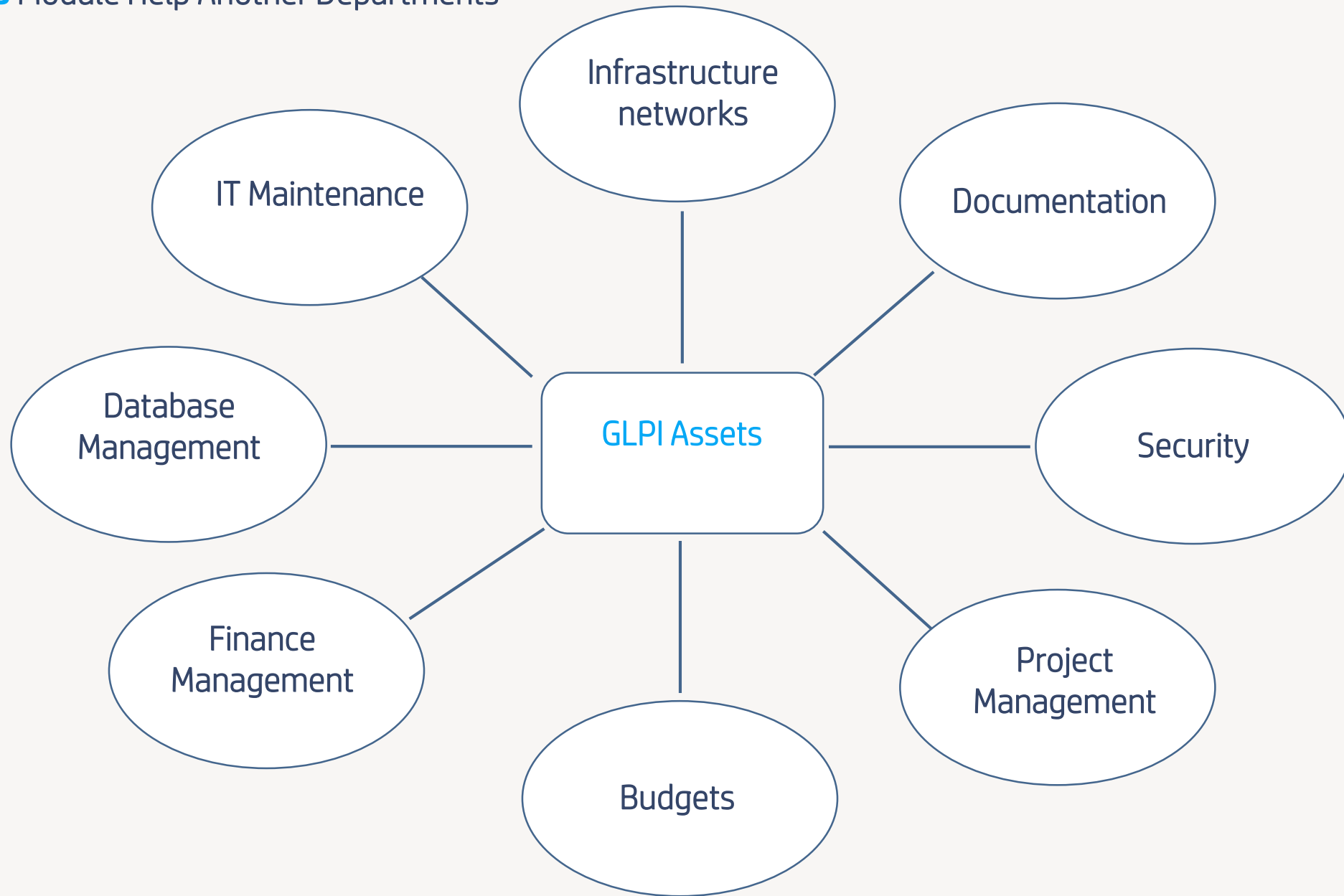
- GLPI gives you the solutions you need to manage and monitor the company's assets. It classifies assets into groups according to the nature of their work to facilitate access to them later. It monitors and tracks assets.
- Asset management in this system is very flexible as it considers Subnetting Networks and IPs as assets as well.
- GLPI takes care of all assets of various types. This does not only help the IT department, but also helps the specialized department related to these assets, such as the accounts department, the development department, the purchasing department, and the human resources department.
- GLPI also takes care of the internal sections of the IT department such as the security section, the infrastructure networks section, the repairs section, and the database management section.



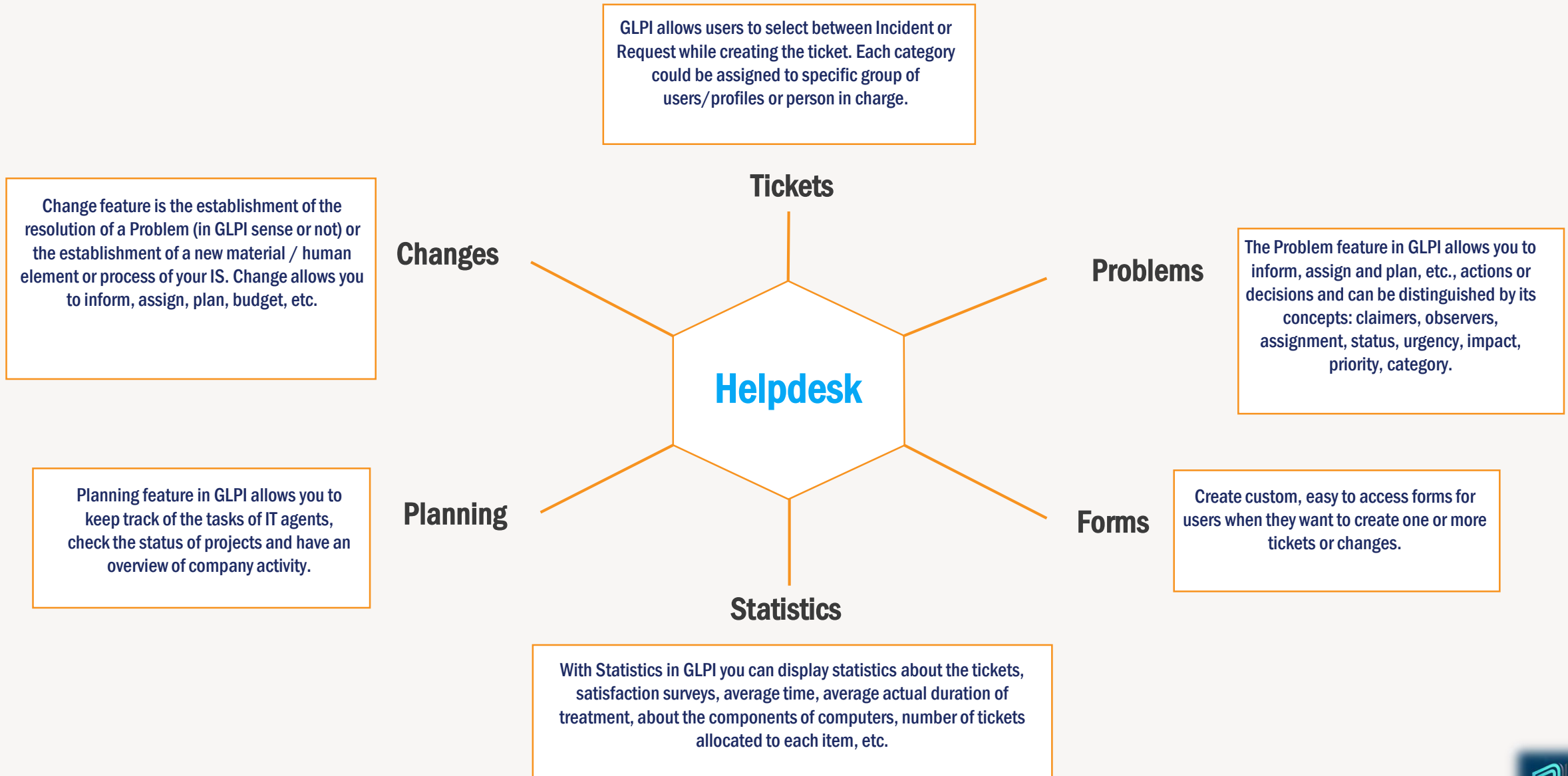
What GLPI **CMDB** Module Features

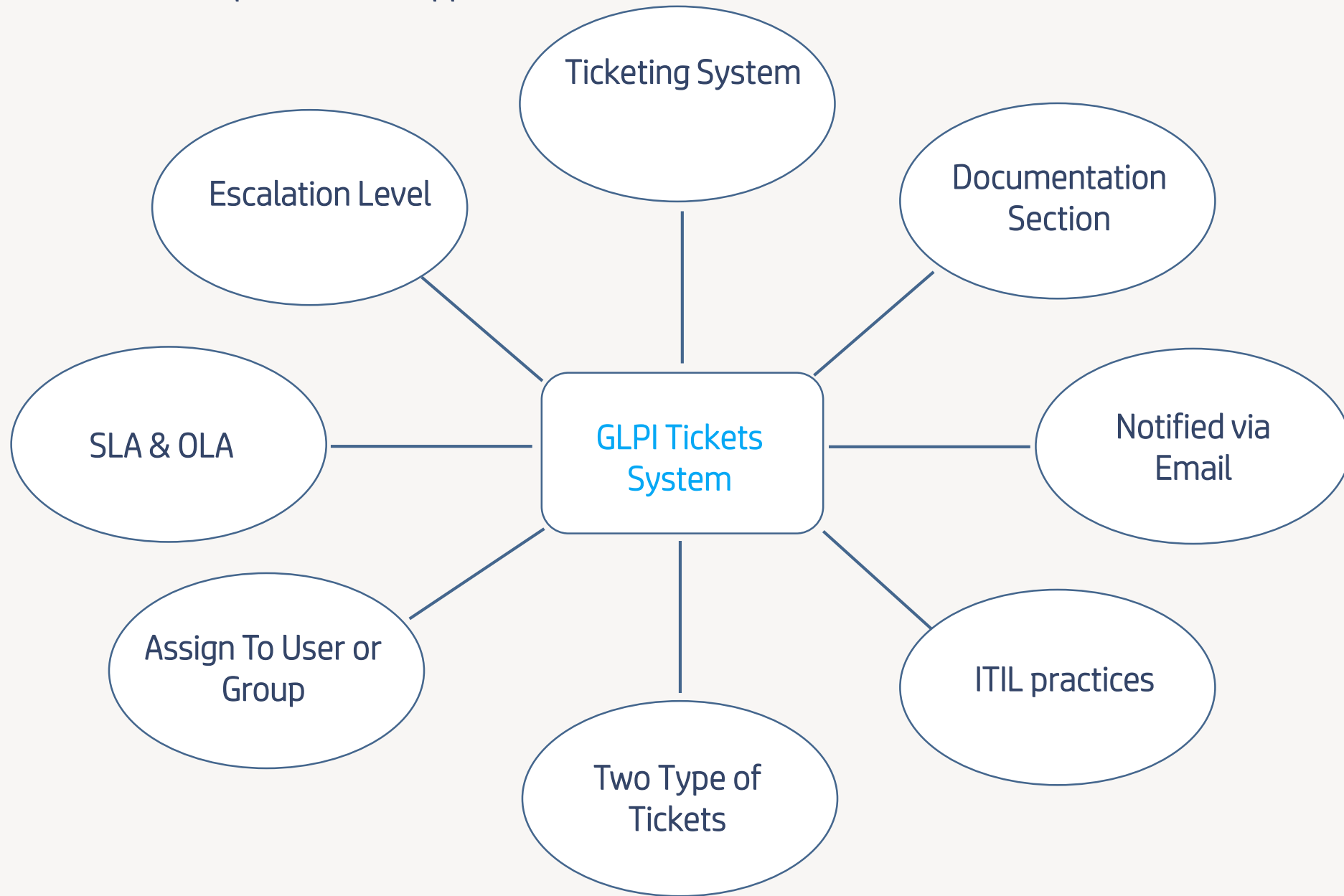


GLPI CMDB Module Help Another Departments



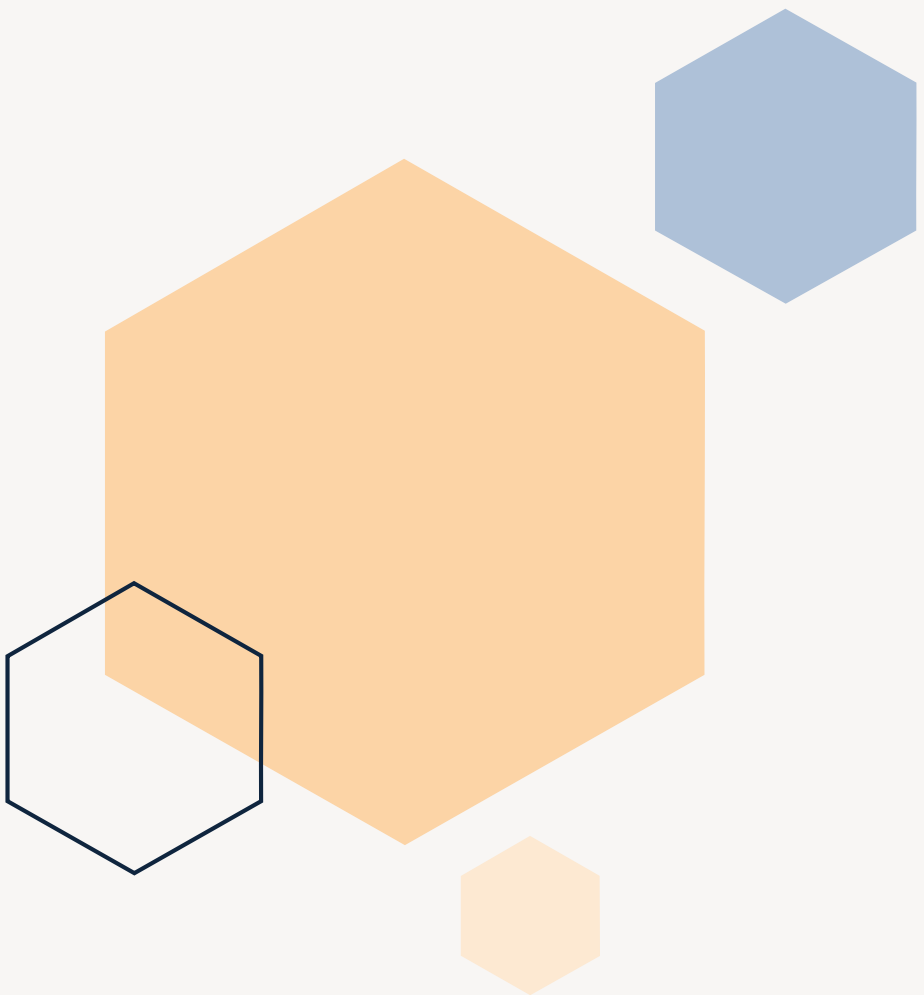
What GLPI Assistance Module Features





ITIL practices

“Best practice - problems, tickets, tasks, projects ?”



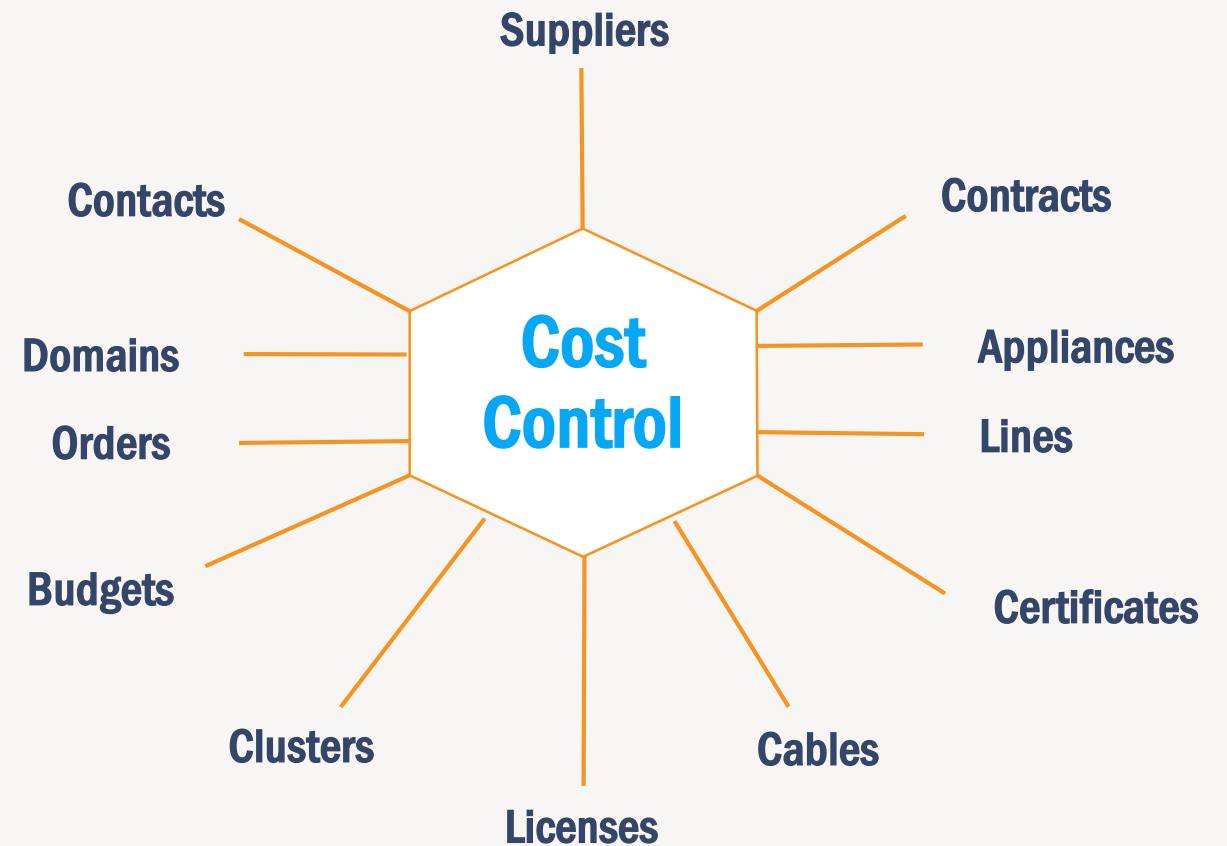
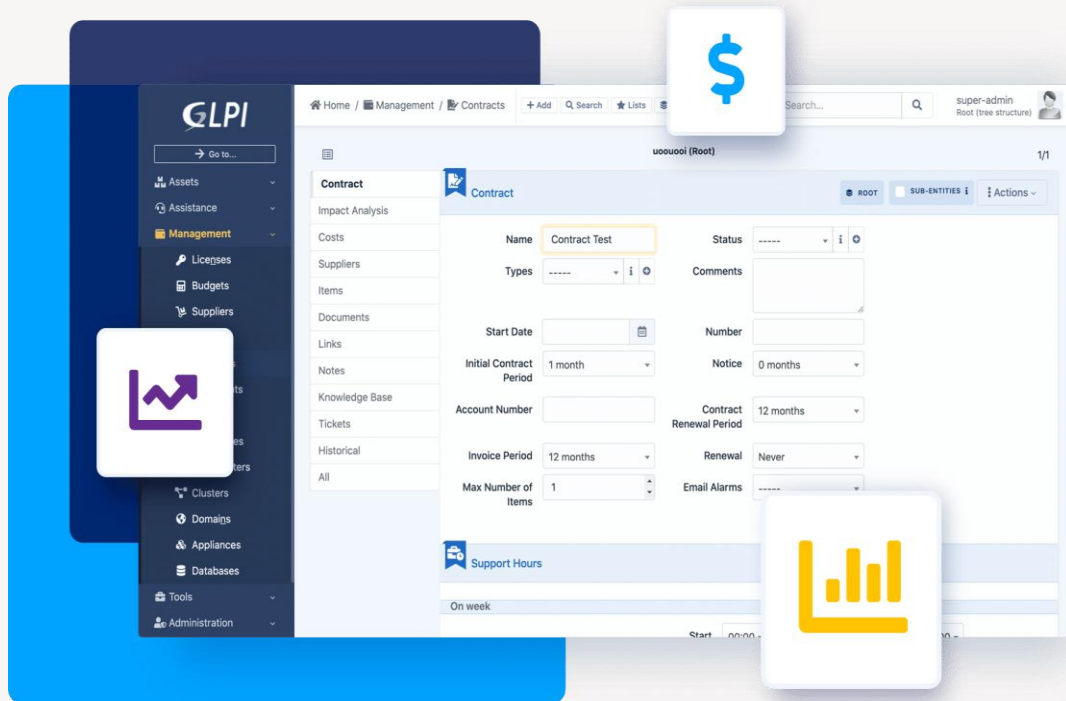
“**Tickets**” are used for Requests or Incidents. Requests are exactly what they sound like. "Can I get...? (e.g., software, data request, feature request, etc.)" Incidents are more of something happened. "This software broke." "So-and-so locked themselves out of their account." "My VPN wouldn't connect last night."

“**Problems**” are typically major issues that affect multiple systems and often include multiple tickets. Multiple people report they're network has gone down (and it hasn't yet been noticed by System Admins/Network Admins). You receive notification (tickets) of multiple people having problems with a (usually internal) website. "The sky is falling!"

“**Tasks**” are a completely different beast that can be used in multiple locations in GLPI. They are just what they sound like: tasks to perform or have been performed. You can schedule a task or just enter how long a task took. It's a way to log certain actions taken against a system, network, software, etc. and can be used in Tickets, Problems, or even Projects.

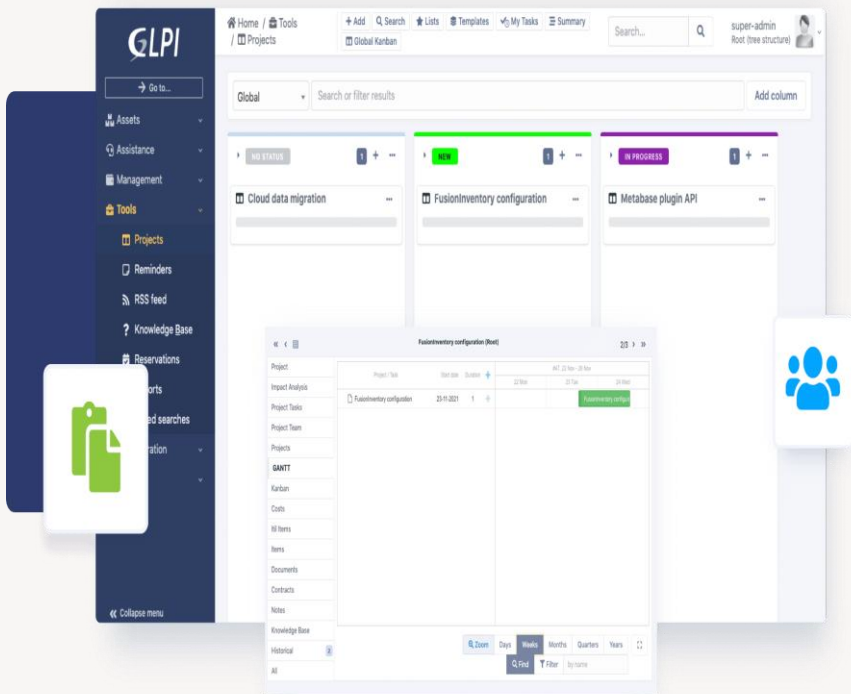
What GLPI **Cost Management** Module Features

Discover the full potential of GLPI: track your expenses, contracts and suppliers, create new inventory objects, manage user database and make reports. Check the complete features description to learn more.



What GLPI **Project Management** Module Features

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

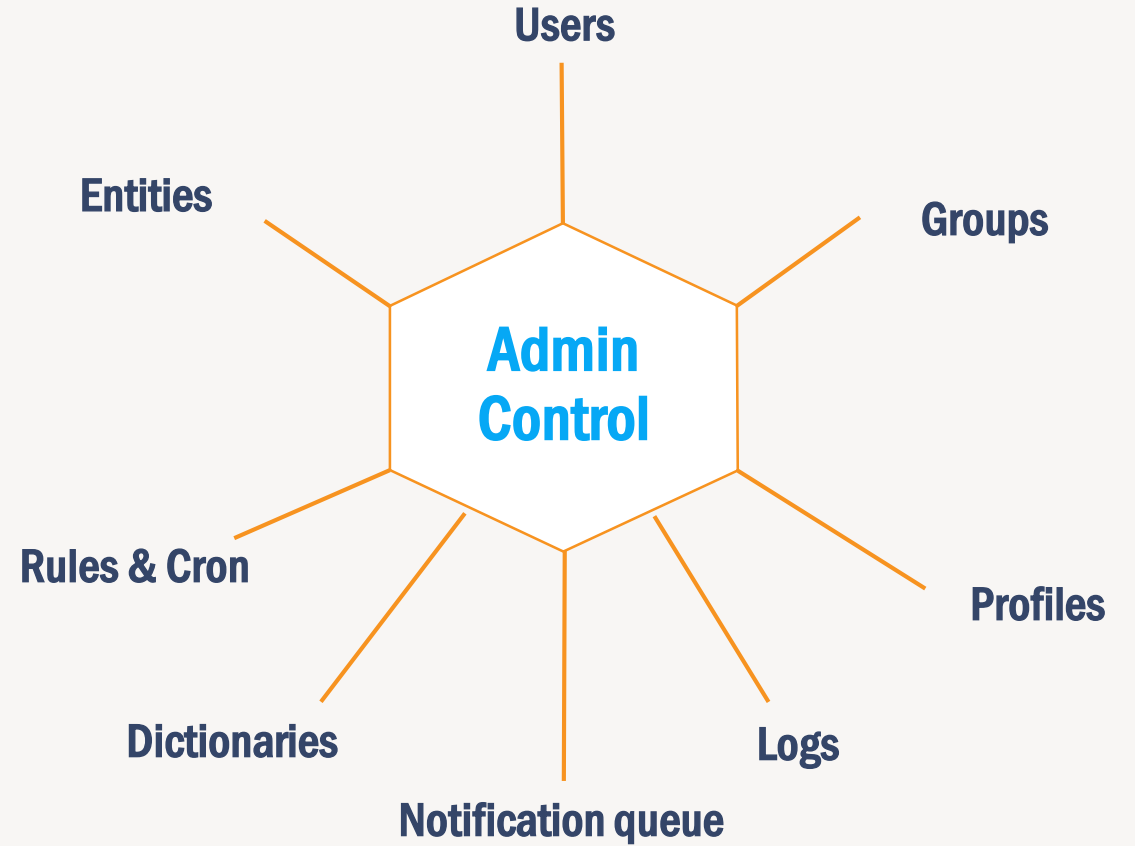


What GLPI Administration Module Features

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.

The screenshot displays the GLPI Administration interface for user management. On the left, a sidebar lists navigation options: Home, Administration, Users, Add, Search, and Lists. The main content area shows a table of users with columns for Last Name, First Name, Emails, Phone, Active status, ID, Phone 2, Mobile Phone, Profiles (Entity), and Language. A modal window titled 'Bulk import users from a LDAP directory' is open, showing options to 'Synchronizing already imported users' and 'Import new users'. On the far left, an 'Oauth provider' dropdown menu is visible, listing providers like Azure, Amazon, Facebook, Github, and Gitlab.

LAST NAME	FIRST NAME	EMAILS	PHONE	ACTIVE	ID	PHONE 2	MOBILE PHONE	PROFILES (ENTITY)	LANGUAGE
Donnelly	Kaleigh	hope.pacocha@greenfelder.com	+19701158188	No	1807	+18048076783	+16122101447		Default value
Reichel	Ellie	lynch.lelah@yahoo.com	+1248036						
Luelwitz	Katrine	waldo77@baumbach.com	01878456						
Ermsr	Taryn	howe.virginie@kovacek.com	+1205056						
Pfeffer	Styann		+1880422						
Schneider	Allan	chaim.buckridge@yahoo.com	+1786825						
Wilms	Marcella	raynor.retha@gorczany.com	+1765846						
Leuschke	Stephon	walker.cleveland@gmail.com	+1936819						
Abshire	Allie	crist.nash@yahoo.com	+19846102470	Yes	2671	+18207711355	+14238070690		Default value
Barton	Edgar	jamarcus.grant@walsh.com	+14784481117	No	730	+18656603343	+13399819691		Default value
Haley	Sandy	zcronin@zulauf.com	+12486616972	Yes	842	+13088118154	+12281850247		Default value
Nolan	Ezequiel	qhipert@yahoo.com	+13328599993	No	1373	+17346666276	+15624593139		Français
Luetlgen	Raymundo	xbode@yahoo.com	+14456829935	No	2040	+12185863618	+15510399293		English



GLPI offers 7 types of profiles

➤ Admin

This profile has administration rights for all GLPI. Some restrictions are applied to it at the level of the configuration of rules, entities as well as other items which may alter the behavior of GLPI

➤ Hotliner

This profile corresponds to the one that could be given for a hotline service; It allows to open tickets and follow them but not to be in charge of them as a *Technician* can be.

➤ Observer

This profile has read permission to all inventory and management data. In terms of assistance, it can open a ticket or be assigned one, but cannot administer this section (assign a ticket, steal a ticket...).

➤ Self-service (simplified)

This profile is the most limited. It is also the only one to have a different interface, the **simplified interface**, as opposed to the **standard interface**. However, it can declare a ticket, add a follow-up, consult the FAQ or reserve asset. This profile is set as the default profile.

➤ Super-admin

This profile is granted all permissions

➤ Supervisor

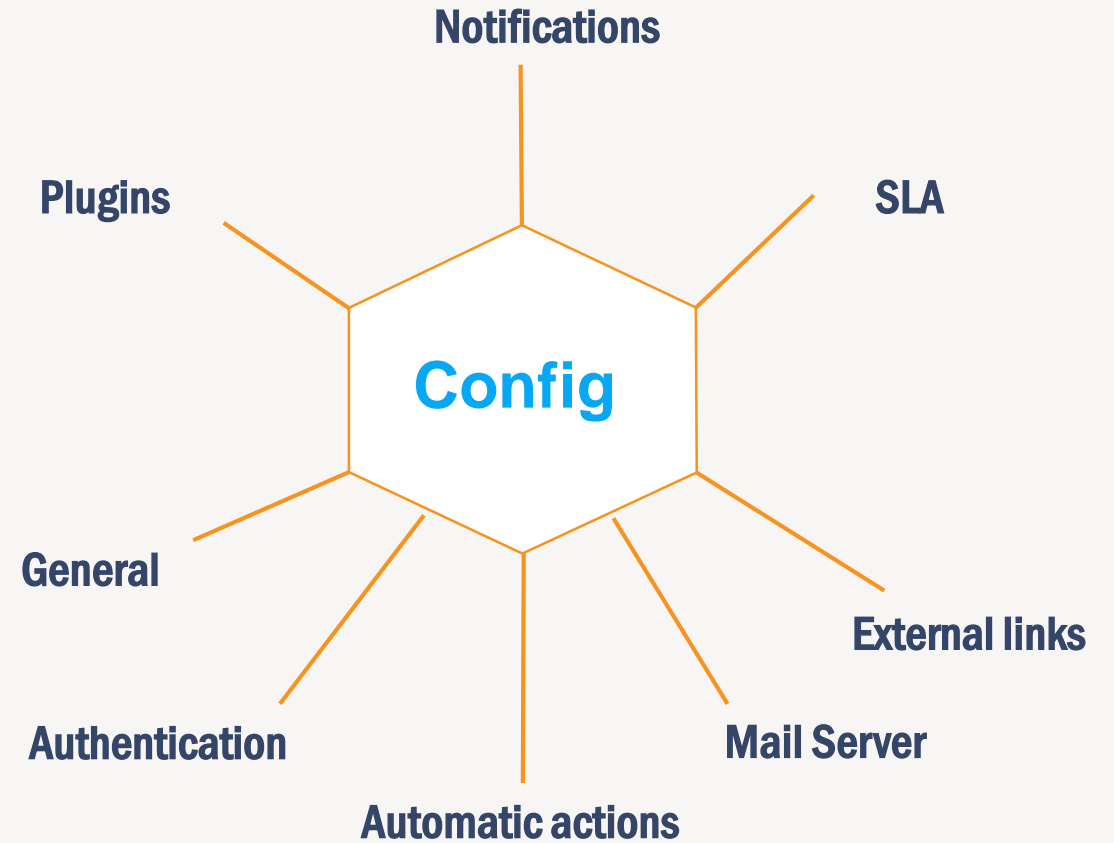
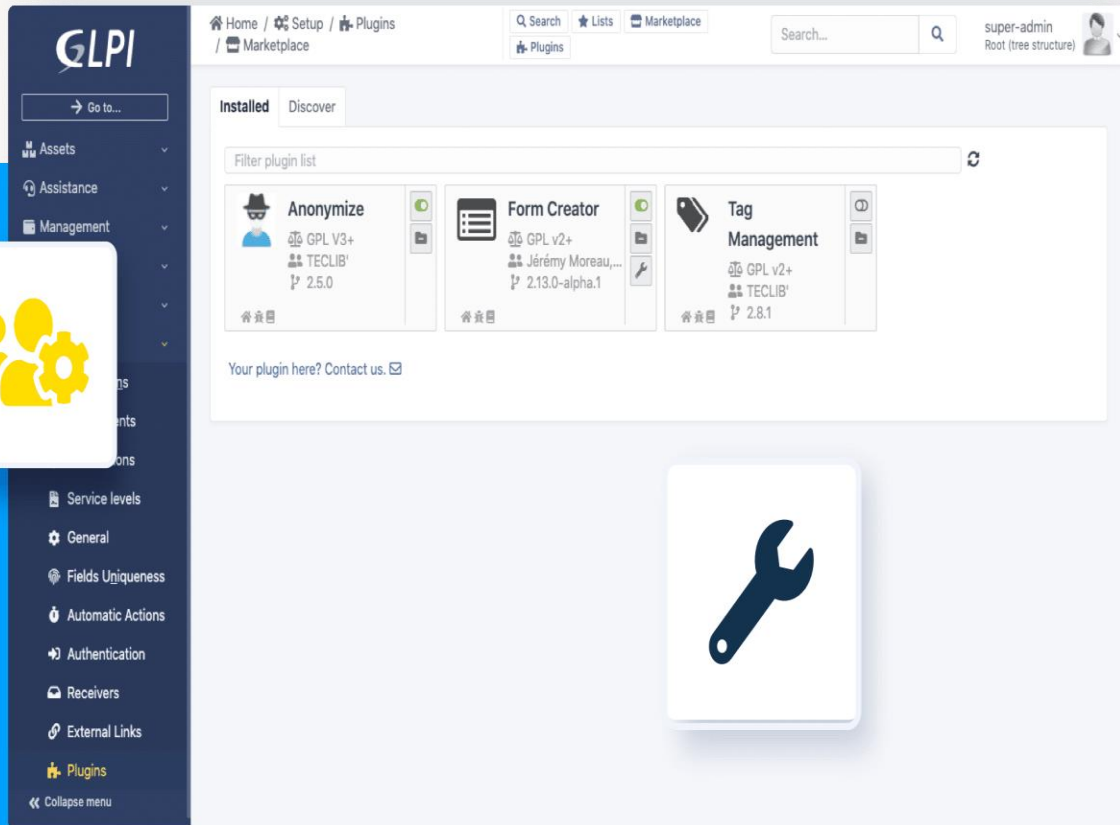
This profile incorporates the elements of the *Technician* profile by adding elements allowing management of a team and its organization (allocation of tickets, etc.).

➤ Technician

This profile corresponds to the one used for a maintenance technician, having read access to the inventory and to the help desk in order to process tickets.

What GLPI Configuration Module Features

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



GLPI have More Customized

➤ **SLA**

In GLPI you can configure SLAs for tickets. An SLA (Service Level Agreement) is the formalization of a contract negotiated between Servicedesk and the customer defining the expected level of service.

➤ **Authentication**

The following external authentication sources are supported by GLPI: LDAP directory, mail server, CAS server, x509 certificate, authentication delegated to the web server.

➤ **Automatic actions**

It is possible to configure Automatic actions in GLPI. For each action, it is possible to configure: frequency of execution; status, execution mode, etc.

➤ **Dropdowns**

Allow you to modify a certain number of titles related to the inventory (types and models of objects, operating system as well as version and service pack).

➤ **Components**

Computer components (batteries, driver, memory, etc.) can be added to a computer listed in Assets section.

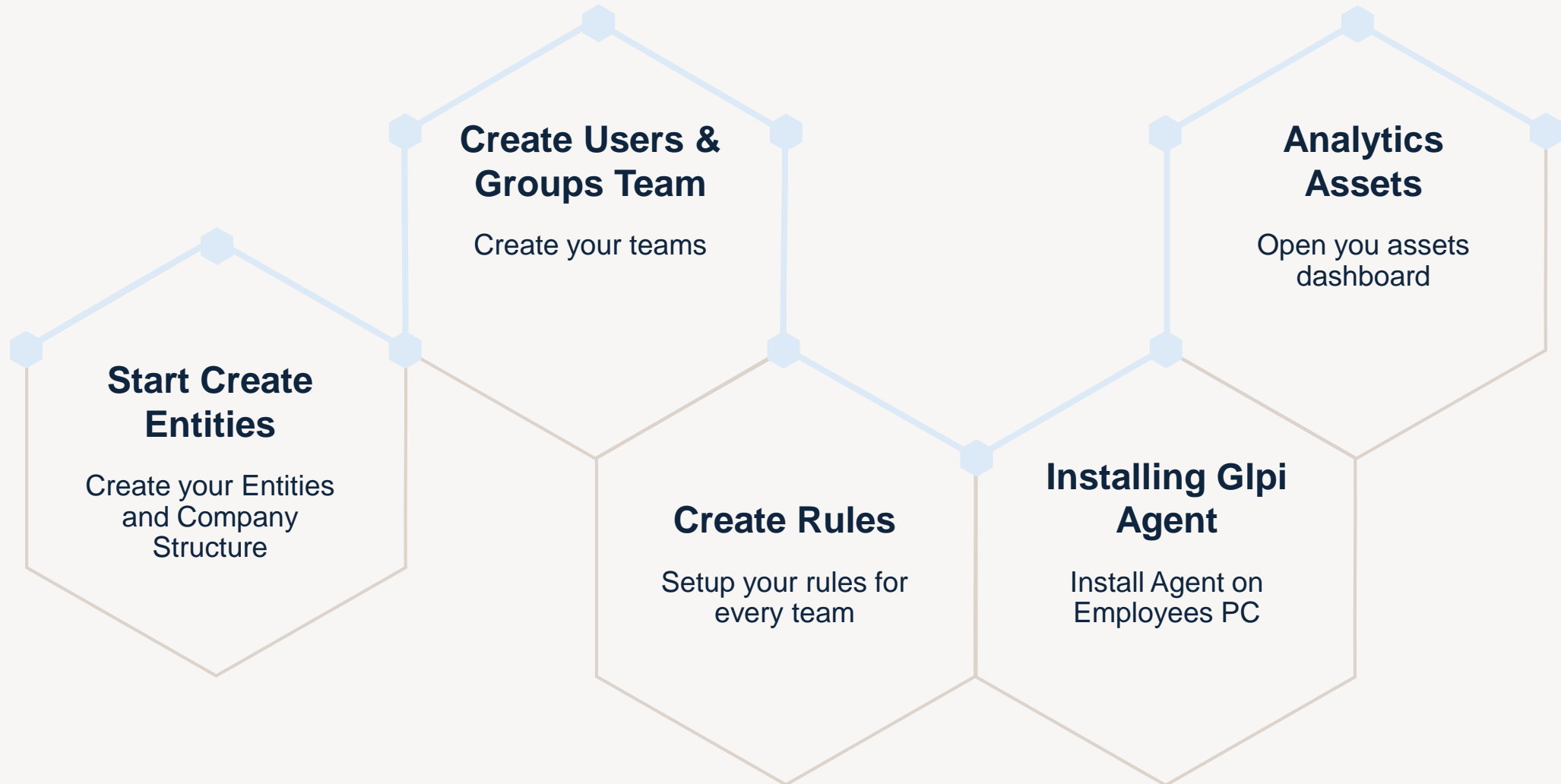
➤ **Notifications**

GLPI has a notifications feature. It allows you to receive messages for certain pre-defined actions.

➤ **External links**

Some elements of GLPI can be associated with a set of links to external applications. You can find it in the “Links” tab of the different files.

Roadmap For Assistance Module



Integrating Blueprint-360-GLPI With Other Systems

- ❖ Monitoring-360 System
- ❖ Workflow Automation Platform
- ❖ Auto Security Incident Response
- ❖ One Dashboard Customized
- ❖ And More...



GLPI With Monitoring-360



Integrating GLPI with Monitoring-360 can offer numerous benefits for IT asset management and monitoring. Here are some key advantages:

✓ Centralized IT Management

Manage both asset inventory and monitoring data from a single interface. This centralization simplifies management and reduces the time spent switching between tools.

✓ Automated Incident Creation

Real-Time Alerts: Automatically create incidents in GLPI based on alerts from Monitoring-360. This ensures that potential issues are promptly addressed and reduces the risk of downtime.

✓ Improved Resource Management

Asset Tracking: GLPI's asset management capabilities allow you to keep track of hardware, software, and licenses. When combined with Monitoring-360, you can correlate asset information with performance data for better resource allocation.

✓ Cost Efficiency

Optimized Resources: By combining the strengths of both tools, you can optimize the use of your IT resources, potentially leading to cost savings in terms of both hardware and personnel.

✓ Proactive Maintenance

Use performance data from Monitoring-360 to predict potential failures and schedule maintenance before issues occur. This proactive approach reduces unplanned downtime and extends the life of your assets.

✓ Better User Experience

Automating workflows and incident management improves the overall user experience for IT teams, making their jobs easier and more efficient.

✓ Enhanced Reporting and Documentation

Generate comprehensive reports that include both inventory details and monitoring metrics. This helps in making informed decisions and planning for future needs.

Documentation: Maintain a detailed history of incidents and resolutions, providing valuable insights for future troubleshooting.

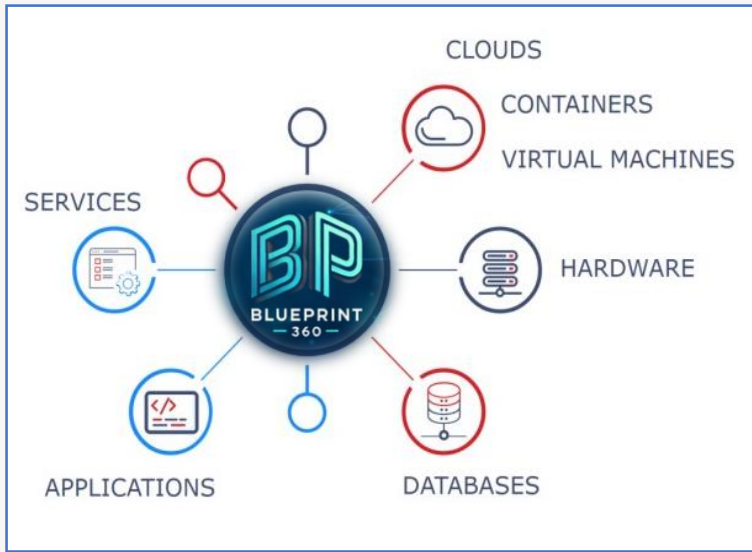
✓ Scalability and Flexibility

Scalability Both GLPI and Monitoring-360 are scalable and can grow with your organization. The integration can be customized to fit specific needs and environments.

Flexibility The integration can be tailored to trigger specific actions in GLPI based on Monitoring-360 alerts, providing a flexible solution to meet various operational requirements.



Monitoring-360 System

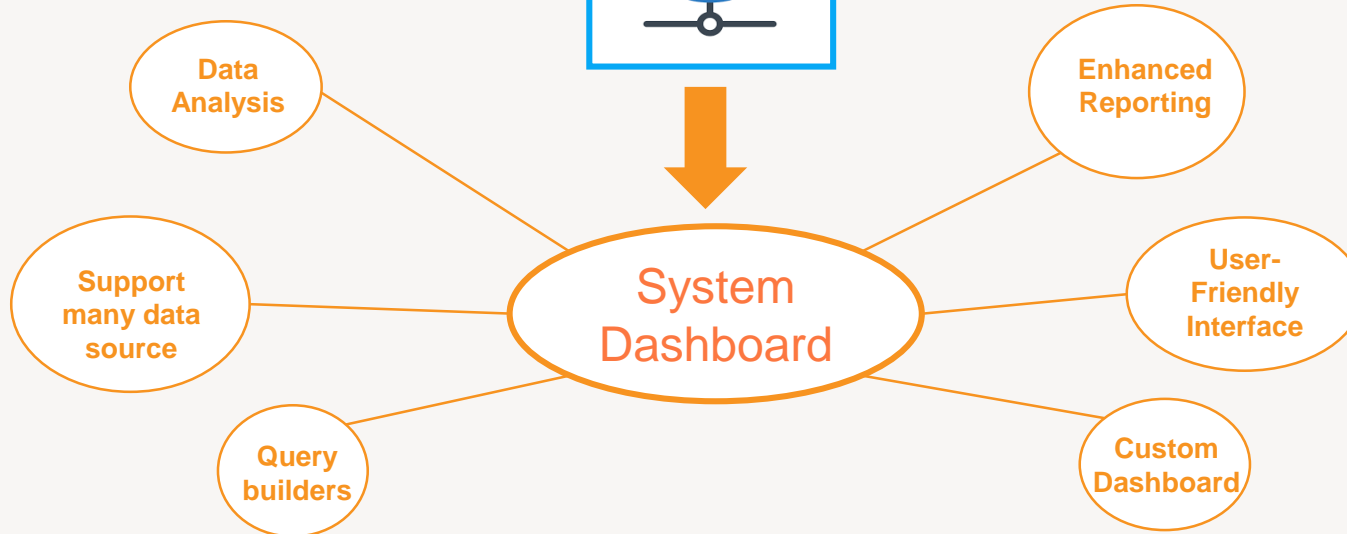


Glpi System

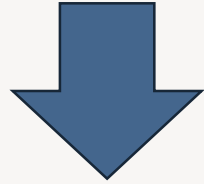


- Automated Incident Creation
- Mail Notified

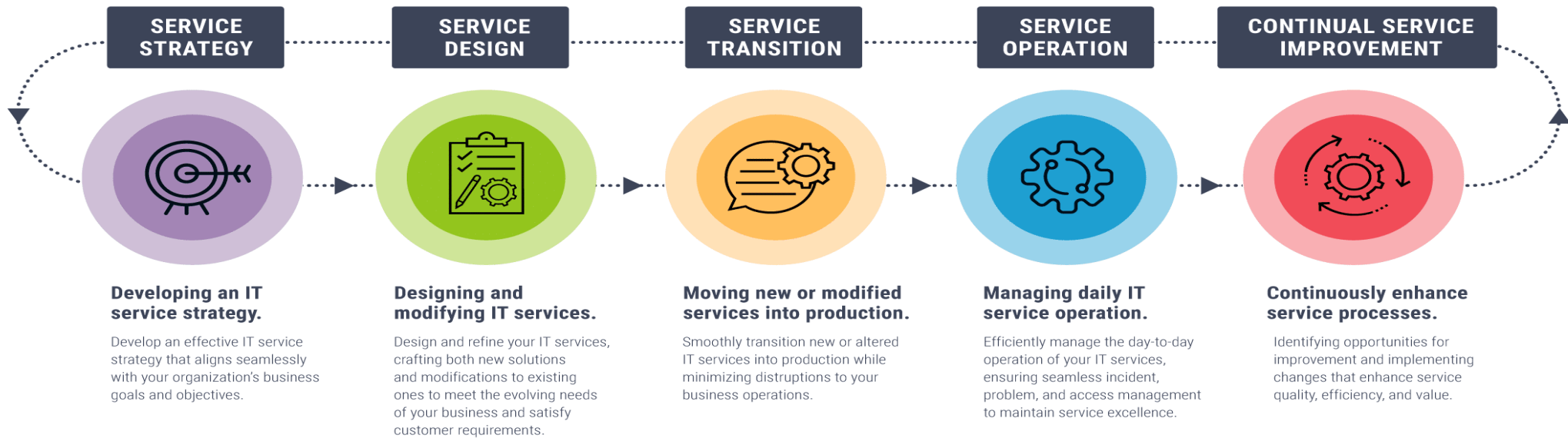
- Automated Monitoring Assets Created via GLPI



Blueprint-360 & GLPI ITIL Methodology



ITIL Processes



Sources: axelos.com and vivantio.com





GLPI Support ITIL

The service assistance module of GLPI meet the specified standards of ITIL, the most widely accepted best practice framework for service management software

- ✓ **Incident Management**
Use GLPI to record, track, and manage incidents according to ITIL principles. This can include creating incident tickets, prioritizing, and providing rapid resolutions.
- ✓ **Change Management**
Use GLPI to manage and document Change Requests. You can track the impacts of changes and assess the risks associated with them.
- ✓ **Asset Management**
Use GLPI to track and maintain assets, in line with ITIL best practices for asset and service management.
- ✓ **Knowledge Base**
Create a Knowledge Base within GLPI to provide information and guidance to support staff, helping to resolve issues faster.



GLPI Support ITIL

Combines categorization, escalation, service level agreement, impact, urgency, priority calculation, status standardization, validation request at several levels, and the implementation of automatic workflows based on business policies.

DOCUMENTATION OF INCIDENTS AND SERVICE REQUEST (TICKETS)


- A simplified user interface or a service-oriented interface (requires a plugin)
- Timeline for ticket processing
- See the life cycle of an incident or service request (assignment, planning, validation, tasks, follow-ups, solution, etc.)
- Create and update tickets via e-mail, GLPI IMAP / POP fetching media
- Valuable data of your assets: Total cost of ownership, hardware failures monitoring, etc.
- Predefined ticket templates for incidents, service requests, solutions, and pre-filled tasks.
- Support availability management (opening and closing hours)
Knowledgebase linked to tickets that can automatically escalate problems, changes or projects
- Customized forms generator
- Automatic workflow engine based on complex business rules
- Management of Service Level Agreement (SLA), Service Level Targets (SLT) and Operational Level Agreement (OLA)
- Satisfaction surveys after closing the ticket

PROBLEM MANAGEMENT

- Problem creation from multiple sources: form, incident, change, park asset
- Problem impact analysis, evaluate symptoms and find their causes
- Follow the progress until a final valid solution
- Feed the knowledgebase with valuable data of known errors
- Cost traceability for schedules and materials¹

CHANGE MANAGEMENT

- Create changes from incidents, requests, or problems
- Analysis, planning, solution
- Link changes with the knowledgebase
- Link changes to inventory items
- Expense Management



**“GLPI With Blueprint-360
not just ITSM but open
world for your developing
your IT Services.”**

Summary

Blueprint-360 is the exclusive partner in the Middle East that provides GLPI system services in a unique and advanced manner, and also provides permanent and exclusive technical support in the region.

Blueprint-360 & GLPI is ITSM Offers Many Solutions for Managing your Organization Assets and Assistance and Project Management and Timeline Tasks and Documentations for Every Solution Done, SLA & OLA and Integration with Monitoring-360 System and Sold Dashboard Analytics System that will help you from Monitoring Solution for every Database and all Assets and creating automatic Tickets .”



Time To Ask

