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## **OTRS::ITSM 2.0** *the really short presentation*

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Where .com meets .org  
9. - 12. Juni 2010  
Messegelände unter dem Funkturm Berlin

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## Firmenprofil OTRS AG

### Ein verlässlicher Partner

#### OTRS AG

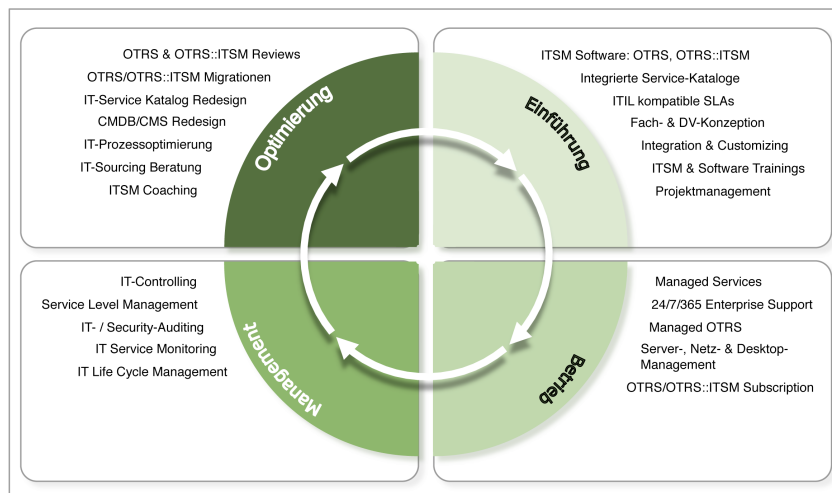
<b>Gründung:</b>	2003
<b>Standorte:</b>	Deutschland, Niederlande, USA, Mexico
<b>Mitarbeiter:</b>	59
<b>Services:</b>	Beratung, Entwicklung, Support, Hosting
<b>Website:</b>	<a href="http://www.otrs.com">www.otrs.com</a>

Wir sind Spezialisten für Help Desk & IT Service Management Lösungen und unterstützen unsere Kunden mit einem umfassenden Angebot begleitender Business Services zu unseren Standardsoftware.

#### OTRS Community

<b>Gründung:</b>	2001
<b>Mitglieder:</b>	5.000
<b>Software:</b>	OTRS Service Desk, OTRS::ITSM, SIRIOS
<b>Lizenz:</b>	GNU Affero General Public License v3
<b>Lizenzkosten:</b>	keine
<b>Website:</b>	<a href="http://www.otrs.org">www.otrs.org</a>

Gemeinsames Ziel der Mitglieder der OTRS Community ist die Weiterentwicklung und Verbreitung von OTRS durch freiwillige und unentgeltlich erbrachte Beiträge.



#### Community Support

- Non commercial Support
- Qualitätssicherung
- Plattform-Portierungen
- Übersetzung in lokale Landessprachen
- Zusatz-Features & Module

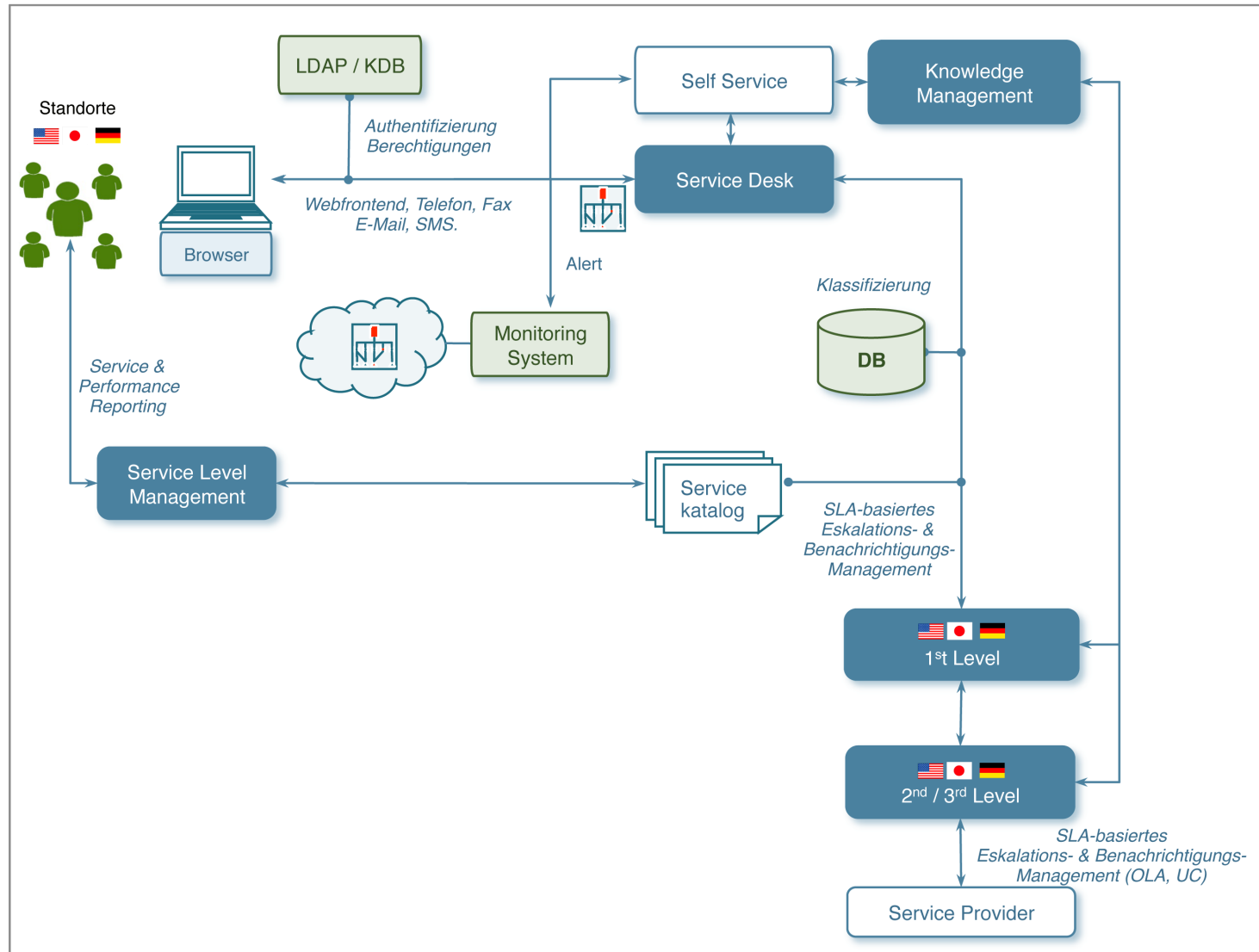
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## Einige unser Kunden KMU's, Konzerne & Öffentlicher Sektor – weltweit



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# OTRS ServiceDesk - Service Management



# Servicekatalog und SLA Management

[ Zoom Ticket#: 2010061011000011 ] KMail is flaky [ Age: 0 minute ]

[Back](#) - [Lock](#) - [History](#) - [Print](#) - [Priority](#) - [Additional ITSM Fields](#) - [Link](#) - [Owner](#) - [Customer](#) - [Decision](#) - [Note](#) - [Merge](#) - [Pending](#) - [Close](#)

Created:06/10/2010 09:04:01

Article Filter: [Set](#)

- 1-> 1. [customer \(phone\)](#) "Kyle Katarn" <kk@otrs.local>: KMail is flaky 06/10/2010 09:04
- 1-> 2. [system \(email-external\)](#) OTRS System <otrs@localhost>: KMail is flaky 06/10/2010 09:04

**From:** "Kyle Katarn" <kk@otrs.local>  
**To:** Servicedesk  
**Subject:** KMail is flaky  
**Created:** 06/10/2010 09:04:01  
 not much more text to show...

**Type:** ServiceRequest  
**State:** open  
**Queue:** Servicedesk  
**Locked:** unlock  
**Owner:** test (John Doe)  
  
**Service:** Frontend  
 Services:[..]  
**SLA:** Standard  
**First Response Time:** 2 hours 59 minutes  
 06/10/2010 12:04  
**Solution Time:** 4 hours 59 minutes  
 06/10/2010 14:04

[ Phone call / new ticket ]

[Link](#)

**Type:** Incident

**From:** "Kyle Katarn" <kk@otrs.local>

**To:** Servicedesk

**Service:** -

**SLA:** -

**Owner:** -

**Subject:** -

**Options:** -

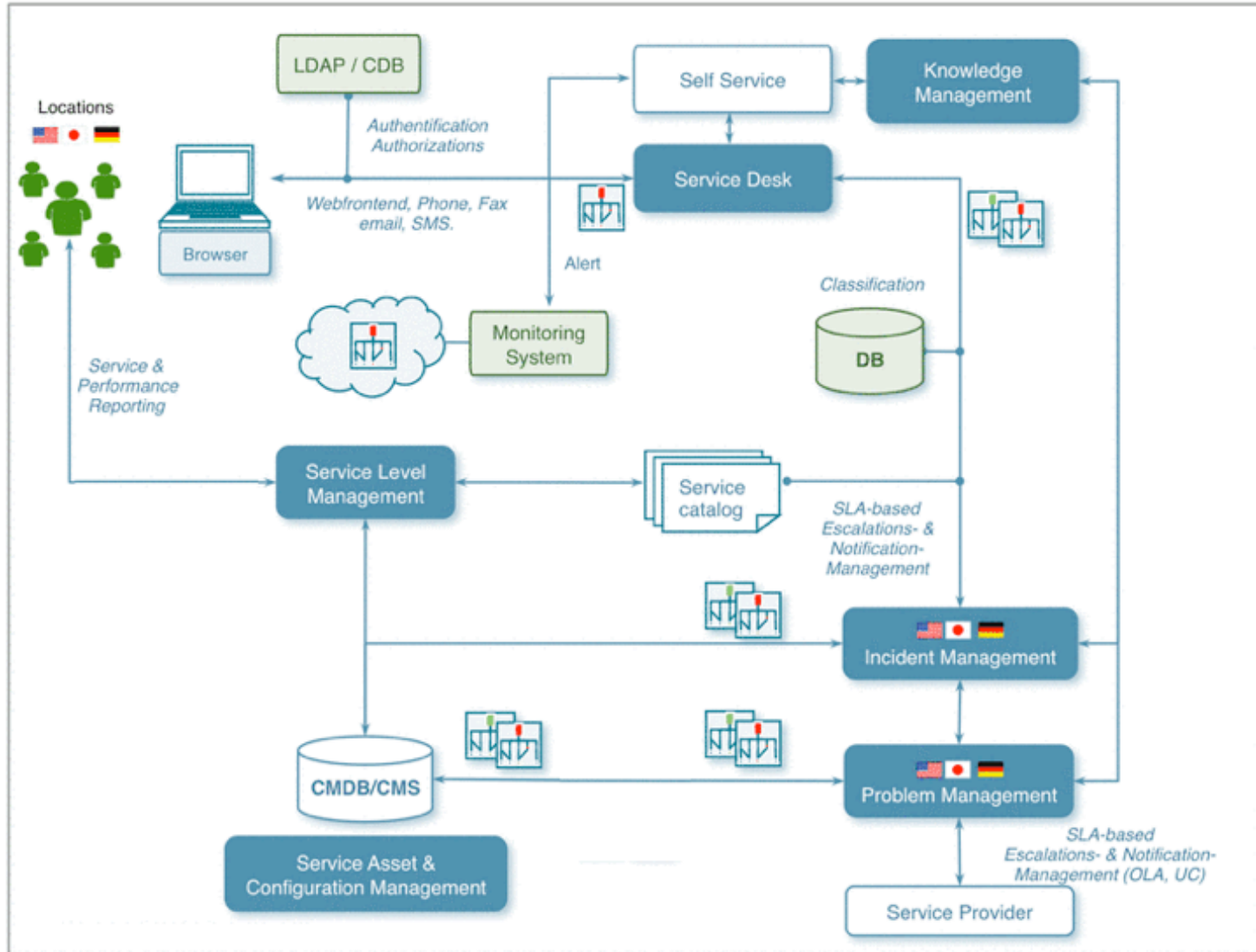
**Text:** -

Equipment provisioning  
 Board member workplace provisioning  
 Standard workplace provisioning  
 Frontend Services  
**Email Service**  
 Internet Access  
 Print Service

**B I U ABC** **Format** **Font**

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## OTRS::ITSM 1.3 - CMDB



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# OTRS::ITSM 1.3 - Services und Config Items

[ OTRS::ITSM 2.0.2 ] John Doe (john.doe@gm

Logout Dashboard Ticket **Service** Config Change FAQ Stats Customer Preferences Admin | Service SLA Change Manager Cl (0)

## [ Overview: Service ]

Service	Type	Criticality
<a href="#">Equipment provisioning</a>	End User Service	3 normal
<a href="#">Board member workplace provisioning</a>	End User Service	5 very high
<a href="#">Standard workplace provisioning</a>	End User Service	1 very low

- [Frontend Services](#)
- [Email Service](#)
- [Internet Access](#)
- [Print Service](#)

### [ Zoom: Service ]

[Back](#) - [Print](#) - [Link](#)

**Service:** Frontend Services::Email Service  
**Type:** End User Service  
**Criticality:** 4 high

**Current Incident State:** Operational ●

**Created:** 02/04/2010 14:25:15  
**Created by:** root@localhost (Admin OTRS)  
**Last changed:** 02/04/2010 14:25:15  
**Last changed by:** root@localhost (Admin OTRS)

**Associated SLAs**

SLA	Type	Changed
<a href="#">Premium</a>	Availability	03/03/2010 12:05:03
<a href="#">Standard</a>	Availability	03/03/2010 12:04:29

**Linked: ConfigItem (Computer)**

ConfigItem#	Name	Deployment State	Created	Linked as
<a href="#">1132000002</a>	Mail Server	Production	06/02/2010 16:17:10	Depends on

## OTRS::ITSM 1.3 - Services und Config Items

**[ Zoom Config Item: 113400003 ]**[Back](#) - [Show Versions](#) - [History](#) - [Edit](#) - [Print](#) - [Link](#) - [Duplicate](#)

●
[I->>>](#)
[Z. RZ 1 \(Production\)](#)
[root@localhost \(Admin OTRS\) - 06/02/2010 16:02:01](#)

**Name:** RZ 1  
**Deployment State:** Production  
**Incident State:** Operational  
**Type:** IT Facility  
**Phone 1:**  
**Phone 2:** 1234  
**Fax:**  
**E-Mail:**  
**Address:** .

**Class:** Location

**Name:** RZ 1  
**Current Deployment State:** Production  
**Current Incident State:** Operational ●

**Created:** 02/04/2010 14:20:30  
**Created by:** root@localhost (Admin OTRS)  
**Last changed:** 06/02/2010 16:02:01  
**Last changed by:** root@localhost (Admin OTRS)

**Linked: ConfigItem (Computer)**

ConfigItem#	Name	Deployment State	Created	Linked as
<span style="color: green;">●</span> <a href="#">1132000002</a>	Mail Server	Production	06/02/2010 16:17:10	Required for
<span style="color: green;">●</span> <a href="#">1132000001</a>	Print Server	Production	06/09/2010 23:24:21	Required for

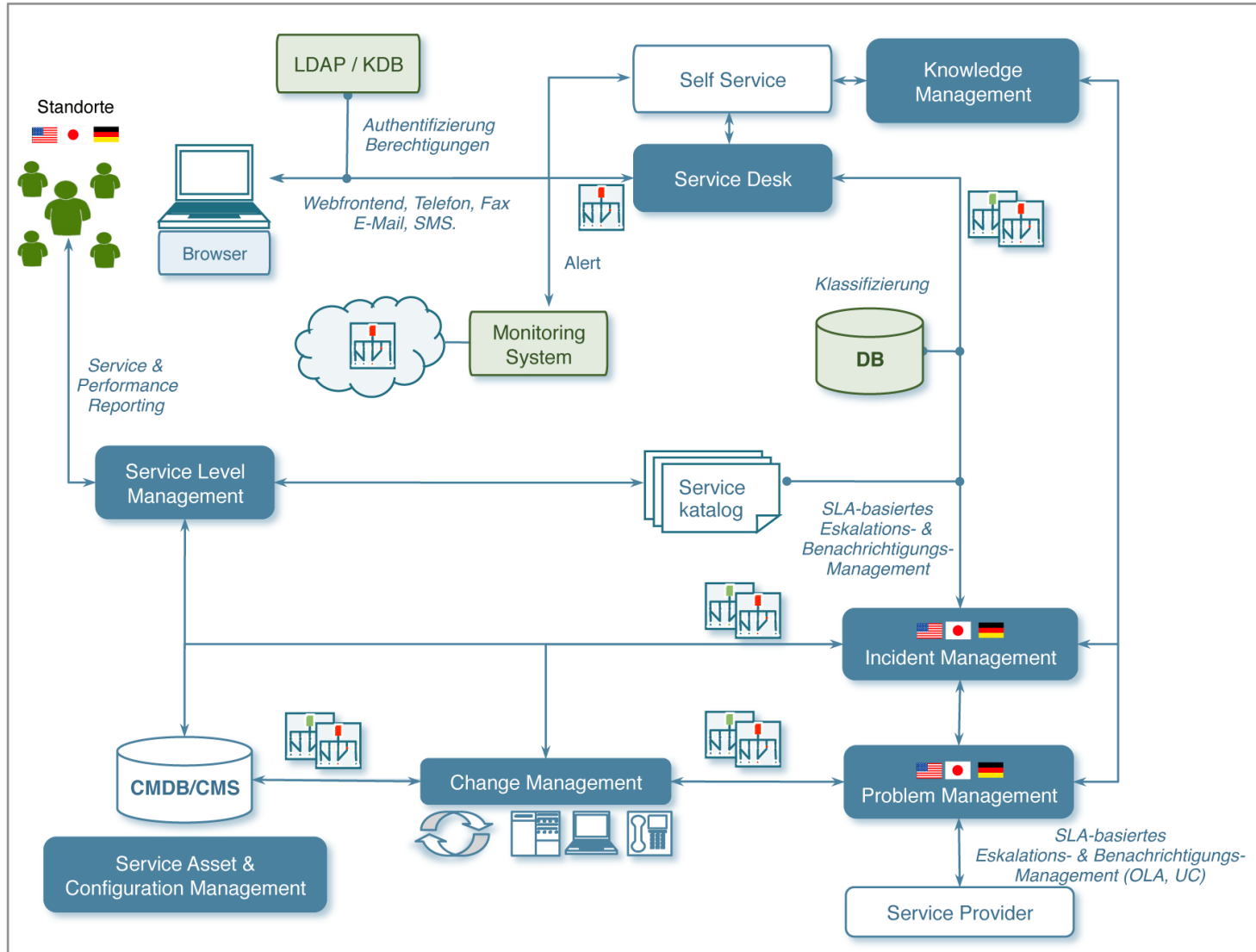
**Linked: ConfigItem (Location)**

ConfigItem#	Name	Deployment State	Created	Linked as
<span style="color: green;">●</span> <a href="#">1134000001</a>	Straubing	Production	02/04/2010 14:19:23	Depends on



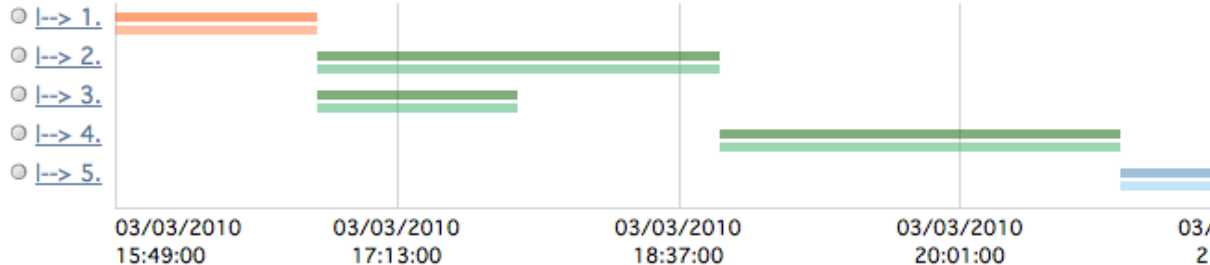
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# OTRS::ITSM 2.0 - Change Management



## [ Zoom Change#: 2010030311000039 ] Einrichtung Standard Arbeitsplatz

[Back](#) - [History](#) - [Print](#) - [Edit](#) - [Involved Persons](#) - [Add Workorder](#) - [Conditions](#) - [Link](#) - [Move Time Slot](#) - [Template](#)



**Description:** Für einen neuen Mitarbeiter soll ein Standard Arbeitsplatz bereitgestellt werden. Ein Standard

- Büro mit Std. Büroausstattung
  - Schreibtisch
  - Rollcontainer
  - Bürostuhl
- Workstation inkl. Std. Software
- VoIP-Telefon
- LDAP-Account
- Email-Account
- VPN-Zugang
- Zugang zu gemeinsamen Laufwerkshares

**Workorder Type:**  (dropdown menu open showing: Workorder, Approval, Workorder, Backout Plan, Decision, PIR (Post Implementation Review))

**Planned Start:**  :  :

**Planned End:**  :  :

**Planned Effort:**

**Attachment:**

<b>Change State:</b>	Requested <input type="radio"/>
<b>Planned Start:</b>	03/03/2010 15:49:00
<b>Planned End:</b>	03/03/2010 22:49:00
<b>Actual Start:</b>	-
<b>Actual End:</b>	-
<b>Requested (by customer) Date:</b>	-
<b>Planned Effort:</b>	210.00
<b>Accounted Time:</b>	0.00
<b>Category:</b>	3 normal change
<b>Impact:</b>	3 normal
<b>Priority:</b>	3 normal
<b>Change Initiator(s):</b>	-
<b>Change Manager:</b>	cm2 (Change Manager [..])
<b>Change Builder:</b>	cb1 (Change Builder [..])
<b>CAB:</b>	cm2 (Change Manager [..]) cb2 (Change Builder [..]) ol (Owen Lars)
<b>Created:</b>	03/03/2010 15:51:17
<b>Created by:</b>	root@localhost (Admin OTRS)
<b>Last changed:</b>	04/21/2010 00:23:56
<b>Last changed by:</b>	root@localhost (Admin OTRS)

## Bedingungen

**Conditions and Actions**

Name	Comment	valid/invalid	Changed	
<a href="#">1. Aktivierung WO 2+3 nach Erteilung der Freigabe</a>		valid	03/03/2010 15:51:19	Delete
<a href="#">1.1 Canceln des Change bei Ablehnung der Freigabe</a>		valid	03/03/2010 15:51:19	Delete
<a href="#">2. Aktivierung WO 4 nach Abschluss WO 2 + 3</a>		valid	03/03/2010 15:51:19	Delete
<a href="#">3. Aktivierung PIR nach Abschluss der Arbeiten</a>		valid	03/03/2010 15:51:19	Delete
<a href="#">4. A PIR</a>				Delete

**Condition**

**Name: \***

**Matching:**  Any expression  All expressions

**Valid:**

**Comment:**

---

**Expressions**

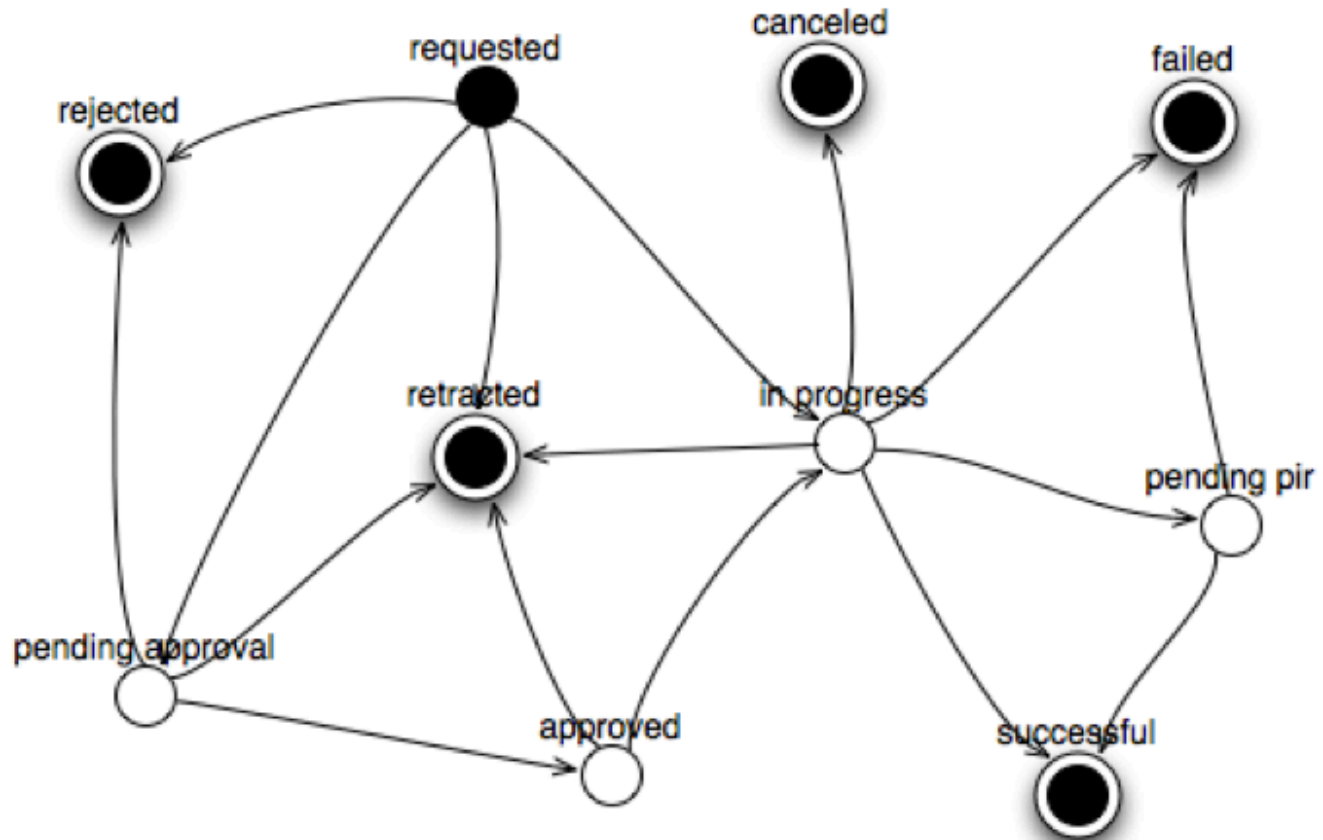
Add new expression.

---

**Actions**

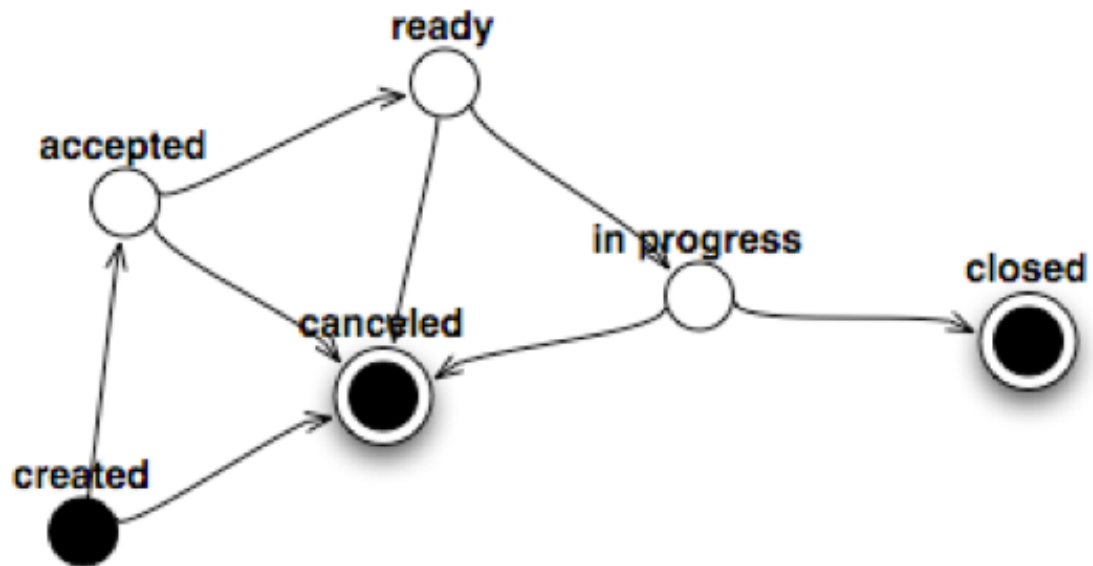
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## Statemachine - Change



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## Statemachine - Workorder



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## Das Ziel: kontrollierte, dokumentierte Änderungen

### [ Zoom Config Item: 1132000002 ]

[Back](#) - [Show Versions](#) - [History](#) - [Edit](#) - [Print](#) - [Link](#) - [Duplicate](#)

● [|-->>>](#) **7. Mail Server (Production) root@localhost (Admin OTRS) - 06/02/2010 16:17:10**

**Name:** Mail Server  
**Deployment State:** Production  
**Incident State:** Operational  
**Vendor:** Apple  
**Model:** Mac OS X Server  
**Description:**  
**Type:**  
**Owner:**  
**Serial Number:**  
**Operating System:**  
**CPU:**  
**Ram:**  
**Hard Disk:**  
**Capacity:**  
**FQDN:**

**Class:** Computer  
**Name:** Mail Server  
**Current Deployment State:** Production  
**Current Incident State:** Operational ●  
**Created:** 02/04/2010 14:26:35  
**Created by:** root@localhost (Admin OTRS)  
**Last changed:** 06/02/2010 16:17:10  
**Last changed by:** root@localhost (Admin OTRS)

#### *Linked: Workorder*

Workorder#	Workorder Title	Change Title	Workorder State	Changed	Linked as
● <a href="#">2010042111000011-2</a>	Platte tauschen	Spoolgröße erweitern	closed	06/08/2010 12:11:28	Normal
● <a href="#">2010020411000021-2</a>	Setup server itself	Implementation of a backup mailservers	closed	06/08/2010 12:06:56	Normal

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## Transparenz für den Kunden und IT












Welcome Kyle Katarn kk@otr  
06/09/2010 23:

[Logout](#) [New Ticket](#) [MyTickets](#) [CompanyTickets](#) [Search](#) [FAQ-Area](#) [Change Schedule](#) [Preferences](#)

**Overview: Change Schedule: All**

Filter: [All](#) - [Approved](#) - [In Progress](#) - [Requested](#)















Changes: 1-1 of 1 - Page: 1

Change#  / 	Change Title  / 	Change State  / 	Services	Planned Start  / 	Planned End  / 
<input type="radio"/> 2010060911000013	Add 1.500 sheets feeder to printer #3476	Requested	 Frontend Services::Print Service	06/09/2010 23:55:00	06/10/2010 00:55:00

### [ Overview: Change Schedule: All ]

Filter: [All \(1\)](#) - [Approved \(0\)](#) - [Requested \(1\)](#) - [In Progress \(0\)](#)

Changes: 1-1 of 1 - Page: 1

Change#  / 	Change Title  / 	Change Builder  / 	Workorders	Change State  / 	Priority  / 	Planned Start  / 	Planned End  / 
<input type="radio"/> <a href="#">2010060911000013</a>	Add 1.500 sheets feeder to printer #3476	root@localhost (Admin OTRS)	1	Requested	1 very low	06/09/2010 23:55:00	06/10/2010 00:55:00

# ((enjoy))

Und weiter geht's...

**Welcome to ((otrs))**

User:

Password:

---

**Language**

Language:

...im Live System