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■ Automated System Monitoring with OTRS ■

OTRS Module *SystemMonitoring* facilitates integration with Nagios, OpenNMS, HP Open View, IBM Tivoli, Microsoft Operation Manager.

With 55,000 installations in 26 languages, OTRS is the preferred open-source helpdesk and ticket system solution for groups, small and medium sized businesses, service providers and the public sector. OTRS convinces with high flexibility and high-performance features, is easy on your IT budget and allows you to effectively streamlining your service desk while providing high quality services.

In focus: Efficient tool support for the monitoring of complex IT infrastructures

In most IT environments, a system & network monitoring solution is an integral part of the IT infrastructure. The solution takes care of the monitoring and regular checking of networks and their IT components (configuration items), such as servers, printers, sub-networks and IT services. In the case of a malfunction of the IT infrastructure component it is signaled in the system and the persons responsible are informed.

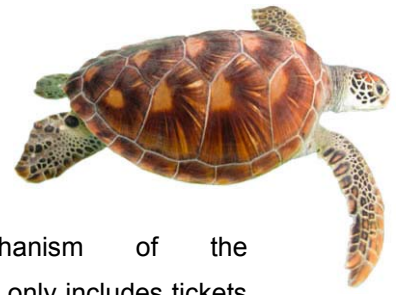
The integration of help desk & IT service management solutions based on OTRS with popular monitoring solutions such as Nagios,

HP Open View, IBM Tivoli or Microsoft Operation Manager enables comprehensive process support. OTRS recognizes the error messages of the monitoring system sent by E-mail, automatically documents them as tickets and notifies the recipient(s) (groups). OTRS also supports the failure analysis, resolution and documentation process with the included knowledge database.

SystemMonitoring – seamless communication between service desk and monitoring solution

The integration of the network monitoring system with OTRS takes place via the OTRS *SystemMonitoring* module. This module facilitates the automated processing of E-mails received from a monitoring solution. There are three different types of message:

- *Failure notice*- The monitoring solution identifies a malfunction of a IT infrastructure component or service and sends a corresponding E-mail to OTRS.



- *Update* - New details about a malfunction already reported are transmitted to OTRS.
- *Operation resumed* - Once the malfunction was resolved, the monitoring solution reports to OTRS that the operation has been resumed.

The *SystemMonitoring* module processes the inbound E-mails and extracts the following information (attributes):

- *Status* - One of the aforementioned three message types.
- *Host* - The affected hardware component.
- *Service* - The affected IT service.

Regular expressions are used to extract these values. Extraction can be configured flexibly. The benefit is that the *SystemMonitoring* module can be adapted flexibly to various network monitoring systems.

On the basis of the three attributes above, the OTRS *SystemMonitoring* module processes the message of the monitoring system. The combination of *Host* and *Service* is used to identify a message. In the case of a new failure, i.e. a combination of *Host* and *Service* attributes which has not occurred before, OTRS automatically generates a new ticket from the E-mail. The queue in which such new tickets are generated can comfortably be defined with a postmaster filter downstream to the *SystemMonitoring* module.

If there is an open ticket or a ticket in process which corresponds to the combination of *Host* and *Service* attributes reported, the update message of the monitoring system is attached to the existing ticket.

The follow-up mechanism of the *SystemMonitoring* module only includes tickets into the search for an existing process, the state of which is not set as 'closed'. 'Closed' tickets are considered past processes that have been dealt with successfully and therefore are not opened again.

Based on the *Host* and *Service* attributes, OTRS facilitates the statistic analysis of the failure susceptibility and/or frequency of individual IT infrastructure components and services.

Once the failure is resolved, the ticket can either be automatically closed or set to any other state, in order to allow an agent to perform a subsequent control.





OTRS::ITSM 1.0 Codename: Whitehaven Beach, Australia



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