DOCUMENTATION ITOP



Qu'est-ce que iTop Easy Service Management:

iTop Easy Service Management est une solution open-source de gestion des services informatiques (ITSM). Elle centralise la gestion des actifs IT, des tickets (incidents, demandes, changements), des contrats, et des SLA. L'outil propose un catalogue de services, des rapports personnalisés et une interface configurable. Flexible, économique et extensible grâce à sa communauté, iTop convient aux entreprises de toutes tailles pour optimiser leurs processus IT.

Documentation technique:

Adresse IP: address 172.20.98.63/16

Installation du paquet php:

apt-get update
apt-get -y install lsb-release ca-certificates curl
curl -sSLo /tmp/debsuryorg-archive-keyring.deb
Fait par Hadjab Zineddine

```
dpkg -i /tmp/debsuryorg-archive-keyring.deb
sh -c 'echo "deb [signed-by=/usr/share/keyrings/deb.sury.org-
php.gpg] https://packages.sury.org/php/ $(lsb release -sc) main" >
/etc/apt/sources.list.d/php.list'
apt-get update
apt install php8.3
Installation du paquet mariadb :
apt-get install apt-transport-https curl
mkdir -p /etc/apt/keyrings
curl -o /etc/apt/keyrings/mariadb-keyring.pgp
'https://mariadb.org/mariadb release signing key.pgp'
nano /etc/apt/sources.list.d/mariadb.sources
(copier coller (voir site mariadb)):
# MariaDB 11.4 repository list - created 2025-01-13 07:58 UTC
# https://mariadb.org/download/
X-Repolib-Name: MariaDB
Types: deb
# deb.mariadb.org is a dynamic mirror if your preferred mirror goes
offline. See <a href="https://mariadb.org/mirrorbits/">https://mariadb.org/mirrorbits/</a> for details.
# URIs: https://deb.mariadb.org/11.4/debian URIs:
Suites: bookworm
Components: main
Signed-By: /etc/apt/keyrings/mariadb-keyring.pgp
apt-get update
apt-get install mariadb-server
Mise en place de la base de données avec utilisateur :
```

```
mysql -u root
CREATE DATABASE itopdb;
Fait par Hadjab Zineddine
```

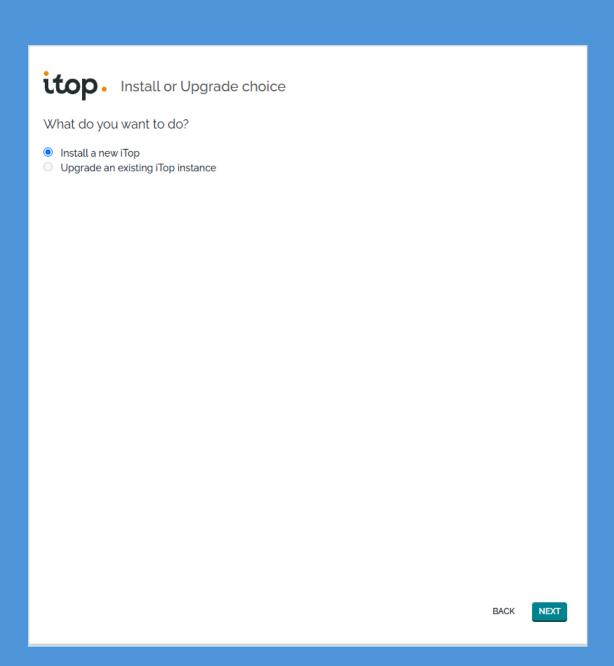
```
CREATE USER 'itopuser1'@'localhost' IDENTIFIED BY 'itop123'; GRANT ALL PRIVILEGES ON itopdb.* TO 'itopuser1'@'localhost'; FLUSH PRIVILEGES;
```

Installation de itop:

```
apt-get update
apt-get install libapache2-mod-php php-mysql php-cli php-json graphviz php-xml
php-gd php-zip php-curl php-soap php-mbstring php-apcu php-ldap php-imap
wget https://sourceforge.net/projects/itop files latest download -0
/tmp/itop.zip
apt install unzip
unzip /tmp/itop.zip "web/*" -d /var/www/html/itop
mv /var www html itop/web/ var www/html/itop
rmdir /var/www/html/itop/web
apt install acl
setfacl -dR -m u:"www-data":rwX /var/www/html/itop/data /var/www/html/itop/log
setfacl -R -m u:"www-data":rwX /var/www html/itop data /var/www/html itop/log
setfacl -m u:"www-data":rwX /var/www/html/itop/
mkdir var www html itop env-production var www html itop env-production-
build var www html itop env-test var www html itop env-test-build
chown www-data: var www html itop conf var www html itop env-production
var www html itop env-production-build var www html itop env-test
/var/www/html/itop/env-test-build
a2dismod php8.3
a2enmod php8.3
service apache2 restart
```

Installation via interface web ("@IP/itop" pour lancer l'installation):





License Agreement

Components of iTop

TCPDF, © Nicola Asuni is licensed under the LGPL license. (Details)

composer, © Nils Adermann, Jordi Boggiano is licensed under the MIT license. (Details)

iTop, © 2010-2024 Combodo SAS is licensed under the AGPL v3 license. (Details)

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fraphael, © Chris Scott is licensed under the MIT license. (Details)

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I accept the terms of the licenses of the 103 components mentioned above.

European General Data Protection Regulation

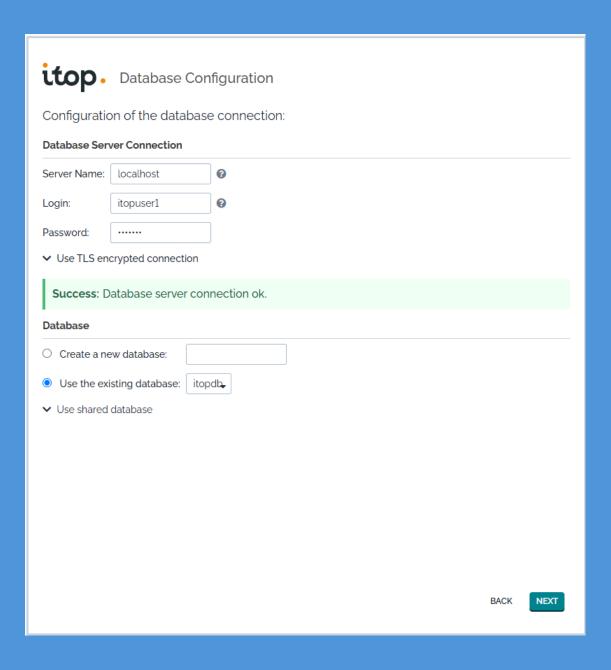
iTop software is compliant with the processing of personal data according to the European General Data Protection Regulation (GDPR).

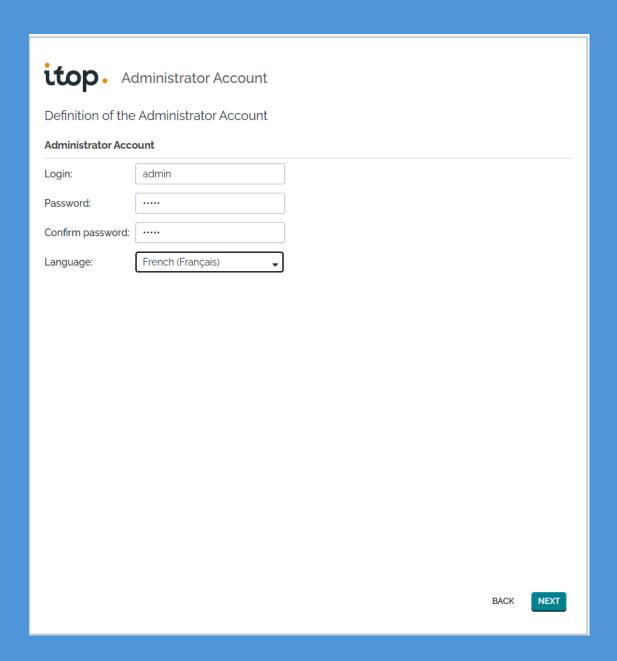
By installing iTop you agree that some information will be collected by Combodo to help you manage your instances and for statistical purposes. This data remains anonymous until it is associated to a user account on iTop Hub

List of collected data available in our Data privacy section.

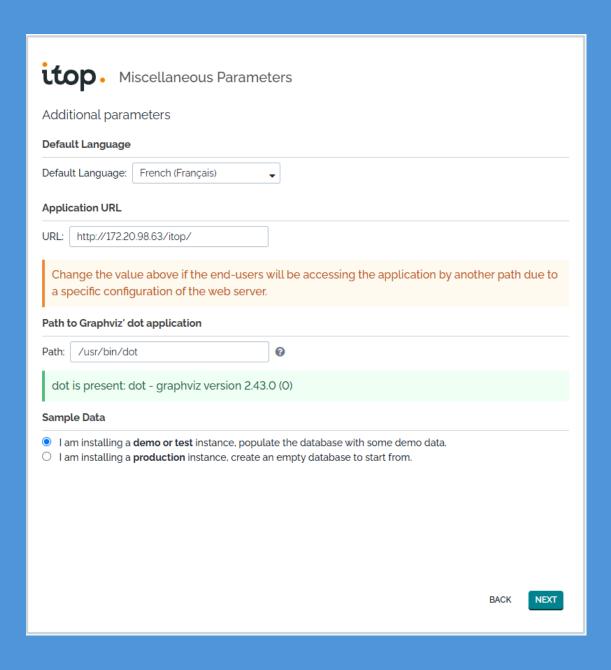
✓ I accept the processing of my personal data

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Login/mdp:admin/admin



top. Configuration Management options



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.

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ttop • Service Management options



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

O 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.

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top. Tickets Management options



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

O Simple Ticket Management

Select this option to use one single type of tickets for all kind of requests.

Customer Portal
 Modern & responsive portal for the end-users

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

Customer Portal Modern & responsive portal for the end-users

O No Tickets Management

Don't manage incidents or user requests in iTop

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ttop. Change Management options



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.
- O No Change Management
 Don't manage changes in iTop

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Résultat:

