

GLPI

FREE IT ASSET MANAGER

Presented by: Emmanuelle Cécilia BOUKAKA

SUMMARY

- 01** GENERAL PRESENTATION
- 02** HISTORICAL
- 03** MAIN CHARACTERISTICS
- 04** DISTRIBUTIONS
- 05** TECHNICAL ASPECTS
- 06** CONCLUSION

General Presentation

01

02

03

04

GLPI is a free IT service management (ITSM) and help desk management software

Founders: Doléans, Dombre, Lebeau

Web application to manage the user's information system

Creation of an inventory / "Helpdesk"

Historical

Creation of the GLPI community project by INDEPNET (2003)

TECLIB has been the official publisher and distributor of GLPI since 2015

Techlib' becomes the publisher of the GLPI solution (2005)

Launch of GLPI Network Cloud (SaaS offer) in 2020

Foundation of a network of partners (2008)

Last version: GLPI 10.0.10 (September 25, 2023)



 Identifiant

 Mot de passe

Se souvenir de moi

Envoyer



GLPI

→ Go to...

Assets

- Dashboard
- Computers
- Monitors
- Software
- Network Devices
- Devices
- Printers
- Cartridges
- Consumables
- Phones
- Racks
- Enclosures
- PDUs
- Passive devices
- Unmanaged devices
- Cables
- Simcards

Global

- Assistance
- Management
- Tools
- Administration
- Setup

Collapse menu

Home / Assets

Search...

super-admin
Root (tree structure)



Parc +

8.8K



Computers

43.7K



Software

26



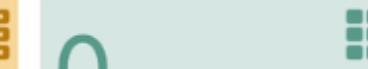
Network Devices

0



Racks

0



Enclosures

10.9K



Monitors

0



Licenses

321



Printers

0

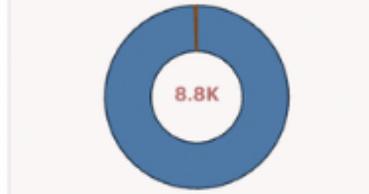


PDUs

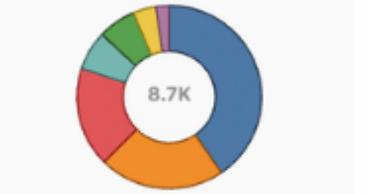
0



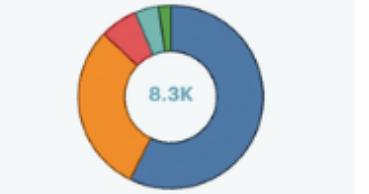
Phones



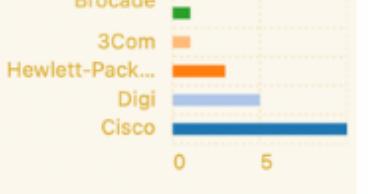
Computers by Status



Computers by Manufacturers



Computers by Types



Network Devices by Manufacturers



Monitors by Manufacturers

Computers by Manufacturers



The main characteristics

1. Administrative and financial management.

2. Management of issuing tickets and requests.

3. Monitoring.

4. Asset and Support Report Generator (Hardware, Network, Support).

5. Problem and change management.

6. Inventory features.

GLPI

Home / Assistance / Tickets

+ Add Search Lists Templates Global Kanban Ticket waiting for your approval

Search... Super-Admin ROOT (tree structure)

Saved searches

Ticket Others

HD IT

HS Service

Invoices 18

Characteristics - Status Is Not solved

rule global rule group Search

issues HTV Lvl1/Lvl2 13

issues HTV support 2

KPI helpdesk

Lvl 3+ Planification 28

Lvl1-Lvl2 46

Lvl3 21

To delete 14

Waiting more 2 weeks 154

waiting since 1 week 171

Yearly stats 0

28.3K Tickets 30 Incoming tickets 171 Pending tickets 75 Assigned tickets 51 Planned tickets 1 Solved tickets 28.0K Closed tickets

Actions

Show 50 entries

ID	TITLE	ENTITY	STATUS	OPENING DATE	CATEGORY	TYPE	PRIORITY	REQUESTER - REQUESTER	LAST UPDATE	FOLLOWUPS - NUMBER OF FOLLOWUPS
215 091	e-enable global e-markets	ROOT > Customers > Sporer Inc	Processing (planned)	18-12-2018 17:23	Securite > .Vulnérabilités	Request	High	Goyette Chauncey	21-10-2021 15:22	3
213 163	extend extensible markets	ROOT > Customers > Reilly, Lockman and Greenfelder > Auer and Sons	Processing (planned)	14-11-2018 11:27	Applicatif > .Demande d'évolution	Request	Low	Walter Maryse	21-10-2021 15:22	1
220 793	engineer integrated partnerships	ROOT > Customers > Daniel Group	Processing (assigned)	02-07-2019 10:06	Applicatif > Application d'une procédure	Request	High	Delaunay Alexandre Howell Bette	21-10-2021 15:18	11
222 994	unleash real-time users	ROOT	Pending	21-05-2021 13:58		Request	Medium		21-10-2021 12:16	3
223 027	test workflow	ROOT > Customers > Armstrong, Mills and Hettinger	Pending	27-09-2021 09:56		Request	Medium	Treutel Ethan	19-10-2021 15:31	13

Showing 1 to 50 of 327 entries

Distribution

The software can be installed and configured in two different ways:



GLPI-Project: standard version
downloadable for free from community
sites



GLPI Network: professional distribution
developed and provided by Teclib'



Technical Aspects

GLPI uses the following technologies:

- PHP 5.4 or higher
- MySQL/MariaDB for databases
- HTML for web pages
- CSS for style sheets 4
- XML for report generation

Conclusion

GLPI is a free IT service management (ITSM) and help desk management software.



For your attention!

