

## Factsheet

Smart ITSM with i-doit

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i-doit was created as open-source solution for IT documentation and has developed into a platform for free ITSM applications. It is used for the administration and operation of IT environments. (ITSM: IT Service Management)

The currently available interfaces to the open-source solutions Nagios®, Request Tracker, OCS or hInventory allow an integrated overview of monitoring, helpdesk and inventarisation. This in turn gives the user continuous control of his overall system. The platform at the same time provides the data basis necessary for carrying out changes in a planned and secure way and gives the user a sound basis of support for his decision making.

Companies of all sizes use the software for documenting their information and communications technology. With i-doit, PCs, servers, applications, licenses, components or peripheral devices can be administered simply, quickly and securely.

Initiator, author and operator of i-doit® is synetics GmbH, the Düsseldorf company established in 1996 and specialising in adaptive network solutions.

The software was developed in 2004 as part of a customer project and has since then been continuously maintained and expanded. The solution meets all ITIL® requirements regarding a CMDB (Configuration Management Database).

i-doit has in the meantime secured an indispensable position in the operations of many companies and institutions.

A section of the synetics customer list is presented below; further examples can be provided on request.

- bfz gGmbH
- Bundesministerium des Inneren (German Ministry of the Interior)
- Deutsches Krebsforschungszentrum (German Cancer Research Centre)
- Dynamic Parcel Distribution
- Ludwig-Erhard-Schule Kiel
- Ruhr-Universität Bochum
- Sparkassen Versicherung AG
- Telefunken
- ThyssenKrupp Schulte
- ver.di

The most recent innovation is the “Smart ITSM”. The goal of this initiative is to make professional and innovative solutions affordable and controllable for IT service management and thus to make the advantages offered by the system available to a broad circle of users. With its function as data anchor and controlling instance, i-doit is at the very centre of the project. The solution is supplemented by the project-specific – i.e. demand-oriented – use of further open-source ITSM tools and their interface to i-doit. Support for the interfaces is provided by synetics; the overall solution can also be installed, operated and supported by partners.

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The “smart” character of the solution is manifest not least in the innovations that synetics is developing into new user interfaces and processes as part of a research project. The company is already able to present, for example, at this year’s CeBit the functioning principle of an Augmented Reality (AR) application realised in its iPhone®-App product. With the new AR module, IT technicians will in future be able to view, using transparent video eyeglasses, background information on the IT and infrastructure components that they are currently working on.

i-doit is available in two different license models: the basic version is freely usable under the AGPL (v3). synetics additionally offers a subscription model with service, support and guaranteed updates.

Please address any queries and requests for research meetings to:

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