

Ficha iTop

iTop

Nombre	iTop
Descripción sintética	CMDB (Configuration Management Data Base) y sistema de tickets de incidentes y requerimientos ITIL v3
Características	Is an open-source IT Service Management (ITSM) platform developed by Combodo. It is designed to streamline IT operations by providing a highly customizable, low-code Configuration Management Database (CMDB) along with advanced tools for handling requests, incidents, problems, changes, and service management
Tipo Licencia	Open source
Lenguajes/tecnologías	PHP, MariaDB
Link Sitio Web	https://www.itophub.io/
Link Repositorio	https://www.github.com/Combodo/iTop
Link Documentación	https://wiki.openitop.org/doku.php?id=latest:start
Fortalezas	• Muy completo • Maduro
Debilidades	• Complejo • Falta documentación de mejores prácticas
Oportunidades	• Ser la fuente de verdad de infraestructura y servicios • Integración con otro software por API y webhooks • Alimentación automática de informacion por ansible y otros medios
Amenazas	• Algunas características son de pago

Características fundamentales

Configurable CMDB

iTop offers a centralized platform for managing and visualizing IT assets, infrastructure, and their relationships. This helps organizations maintain an accurate and up-to-date inventory of their IT environment.

Comprehensive Service Management

iTop includes tools to efficiently manage requests, incidents, problems, changes, and service desks. This ensures that IT services are delivered in a consistent and reliable manner.

Service and Contract Management

iTop is ITIL-compliant, making it ideal for organizations looking for standardized and scalable IT processes. It helps manage IT services, contracts, and SLAs, ensuring compliance with industry standards^{[1](#)}.

Change and Risk Management

iTop allows organizations to track changes and mitigate risks to maintain service continuity. This is crucial for minimizing disruptions and ensuring smooth IT operations^{[1](#)}.

SLA Monitoring and Impact Analysis

iTop automates SLA monitoring and provides impact analysis tools to anticipate disruptions. This helps organizations proactively manage their IT services and avoid potential issues^{[1](#)}.

Mass Import and Data Synchronization

iTop makes it easy to handle bulk data imports and ensure data consistency across the platform. This is essential for maintaining an accurate and reliable CMDB^{[1](#)}.

Customizable Dashboards

iTop allows users to create personalized dashboards to track key performance indicators (KPIs) and system health. This provides a clear and concise view of the IT environment^{[1](#)}.

Integration-Ready

iTop can be connected with third-party tools and APIs to enhance the IT ecosystem. This makes it a flexible and extensible solution for organizations of all sizes^{[1](#)}.

Additional Information

iTop is trusted by organizations worldwide and its source code is openly available on GitHub. It supports multiple languages, including French, Italian, English, Turkish, Brazilian Portuguese, Chinese (Simplified), German, Japanese, Spanish, and Russian¹. The platform is web-based and developed using PHP, with MySQL as the database environment¹.

Combodo, the company behind iTop, offers consulting and integration services to help

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