

# GLPI

DEVELOPED BY  **teclib'**

SERVICE  
MANAGEMENT  
SOFTWARE



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# 1. GLPI ECOSYSTEM





## ABOUT EDITOR:

Teclib´ is an open source software editor and our goal is to provide the most suitable and reliable products for commercial and private use.

Public institutes and commercial organizations in Africa, Asia, Australia, Europe, North and South America trust us to be their top choice of IT Management system.



GLPI is an advanced IT Service Management software that helps you plan and manage IT changes in easy way, inventory your IT assets and finances, track the productivity and KPIs. GLPI is your best ITSM software choice, combining open source technologies and latest market trends.

## 2. GLPI FEATURES:

### Inventory

Make automatic or manual inventory both of your hardware and software with inventory agent.

### Project Management

Project management is taken to another level with Kanban\* board helping to visualize work, show the progress and efficiency.

### Helpdesk

GLPI introduces ticketing system for teams of any size. Manage requests, incidents, problems and changes in easy way.

### Access Management

Manage user access level with profiles features.

### Financial Management

Keep the control of your expenses with Budgets, Contracts and Suppliers.

### Problem Management

Problem is the cause of one or more potential incidents. In GLPI, The Problem allows you to inform, assign and plan, etc., actions or decisions.

### Incident Management

Restore the workflow reactively with incident management process.

### HR or general business demands

Create HR portal to centralise request management with with powerful personalized forms.

### Service Catalog Management

Create Service Management Catalog to offer better support for your clients.

### Knowledge Base Management

Form a library with solutions for GLPI Helpdesk or create FAQ section to improve self-service.

### Request Management

Handle request from users initiates a service action which has been agreed as part of service delivery.

### Configuration Database Management

Store information about hardware and software assets, and create connections between them to see the impact in case of failure.

## 3. ASSETS

### ✓ COMPUTERS

GLPI allows you to manage and inventory computers. In the computer form, there is a list of information fields such as operating system (name, version, service pack), product ID, serial number, the general characteristics (type, manufacturer, model, serial number), information management (technician in charge, status, location) and assigned user (registered or not in GLPI).

### ✓ MONITORS

GLPI allows you to manage and inventory monitors. In the monitor section, you will find the following information:

- Management of the monitor (the technical manager, his status, the place where he is located...)
- General characteristics of the station (the manufacturer, the model, the type, the serial number...)
- Assigned user (registered or not in GLPI, group of users...)
- Specifications (size, port types: VGA, DVI, HDMI, DisplayPort, if it has speakers or its connectivity)

### ✓ SOFTWARE

GLPI allows the management of software their versions, as well as licenses (which may or may not be associated with versions). By default, software is associated with an entity: it means there will be as many software components in the database as there are entities. It is possible to make software visible under sub-entities.

### ✓ NETWORK DEVICES

Network equipment can be managed in GLPI from the

[Assets](#) → [Networks devices menu](#).

Network hardware represents the hardware that manages, transmits and routes the network between other hardware (computers, printers...). Network device can be a switch, an ethernet hub, a router, a firewall or a wireless access point (Wi-Fi).

## ✓ DEVICES

Peripherals are managed from the [Assets → Devices menu](#)

In the file of a device, the following information is available:

- General characteristics of the peripheral (manufacturer, model, type, serial number...)
- Management information of the device (technical manager, their status, location...)
- Users of the device (registered or not in GLPI, group of users ...).

## ✓ PRINTERS

Printers are managed from the [Assets → Printers menu](#)

In the printer file, the following pieces of information are available:

- General characteristics of the printer (manufacturer, model, type, serial number...)
- Management of the printer (technical manager, their status, location...)
- Users of the printer (registered or not in GLPI, group of users...)
- Specifications (initial page counter, types of ports, etc.)

## ✓ CARTRIDGES

Cartridges associated with printer. This tab lists the different cartridges associated with the selected printer model.

It breaks down into two parts:

- The cartridges used, with date of purchase and installation as information,
- Used cartridges, with additional information about the end of life cycle, and a counter that can calculate the number of pages printed since the last cartridge change.

## ✓ CONSUMABLES

Consumables are managed from the [Assets → Consumables menu](#)

In the consumable sheet, the following pieces of information are available:

- General characteristics of the consumable (manufacturer, type, reference...)
- Management of the consumable (technical manager, location...)
- Alert threshold corresponds to the minimum value which triggers the alert.

## ✓ PHONES

Telephones are managed from the [Assets → Telephones menu](#)

In the telephone file, the following information is available:

- General characteristics of the phone (manufacturer, model, type, serial number...)
- Management of the position (technical manager, their status, location...)
- Users of the station (registered or not in GLPI, group of users...).
- Specifications (power supply, firmware...)

## ✓ DATA CENTERS MANAGEMENT (ROOMS, ENCLOSURES, RACKS, PDUS)

In GLPI, you can integrate your Data Centers. This menu allows you to enter:

1. Different data centers;
2. Server rooms in centers;
3. Elements contained in your server rooms.
4. All these objects can be linked with other GLPI objects:
  - tickets
  - documents
  - etc.
  - contracts
  - changes

This module also includes a graphic representation. It is possible to make the plan of your server rooms and place your computer racks there.

## ✓ PDUS

PDU stands for power distribution unit - device fitted with multiple outputs designed to distribute electric power, especially to racks of computers and networking equipment located in data center.

With GLPI you can manage PDUs, create relationships between them and other assets, link them to tickets, technicians, etc.

## ✓ PASSIVE DEVICES

Passive devices in GLPI means the devices or materials without internal intelligence system which can be inventorized as well: fiber optic cables, patch cords, patch panels, etc.

The screenshot displays the 'Simcard (Root entity)' form in the GLPI interface. The form is organized into a table-like structure with columns for 'Simcard', 'Root entity', and 'Child entities'. The 'Child entities' column is currently set to 'No'. The form includes various input fields and dropdown menus for different attributes of the simcard, such as 'Serial number', 'Location', 'PIN code', 'PUK code', 'Line', 'User', 'Component', 'Inventory number', 'Status', 'PIN2 code', 'PUK2 code', 'Mobile Subscriber Identification Number', and 'Group'. The 'Save' button is highlighted in orange, and the 'Delete permanently' button is also visible at the bottom right of the form.

Passive device information.

## ✓ SIM CARDS

Manage SIM cards, store operators, lines, statuses, etc.

The screenshot shows a web application interface for managing SIM cards. The breadcrumb navigation is 'Home > Assets > Simcards'. The page title is 'Simcard (Root entity)'. The user is 'Super-Admin'. The form contains the following fields:

- Tags: [ ]
- Item: No associated item
- Component: Carte SIM1
- Serial number: dsfdsf1456dsf165ds1fds
- Inventory number: 456789
- Location: Barcelone
- Status: En Production
- PIN code: [ ]
- PIN2 code: [ ]
- PUK code: [ ]
- PUK2 code: [ ]
- Line: 0625142525
- Mobile Subscriber Identification Number: 208 20 11 34567890
- User: Tech1
- Group: Sales

Buttons: Save, Delete permanently

SIM card element.

The screenshot shows a web application interface for the SIM card inventory. The breadcrumb navigation is 'Home > Assets > Simcards'. The page title is 'Root entity (tree structure)'. The user is 'Super-Admin'. The interface includes a search bar, a table with 6 rows, and pagination controls.

ID	Entity	Line	Location
1	Root entity	0625142525	Barcelone
2	Root entity	0606060606	Siège - Paris
3	Root entity		
4	Root entity		
5	Root entity		
6	Root entity		

Display (number of items): 15. From 1 to 6 of 6.

SIM card inventory.

## ✓ UNMANAGED DEVICES

Unmanaged device means the device which was traced by FusionInventory and appeared in GLPI as "Unmanaged Device" hardware because the system was not able to identify it. The administrator must assign a device type manually in this case.

## ✓ GLOBAL

- Improvements for better WEB accessibility of GLPI (start of work for WCAG and RGAA support)

## ✓ AUTOMATIC INVENTORY VS MANUAL

Thanks to the **FusionInventory plugin** for GLPI and the FusionInventory agent for your assets, it is possible to **set up the automatic inventory** of your fleet on your GLPI instance.

The inventory **will be done automatically**, so all the information of each asset with FusionInventory agent installed (or queried in SNMP for network equipment) will be transferred to GLPI.

In addition to this, you can apply a bunch of rules, for example:

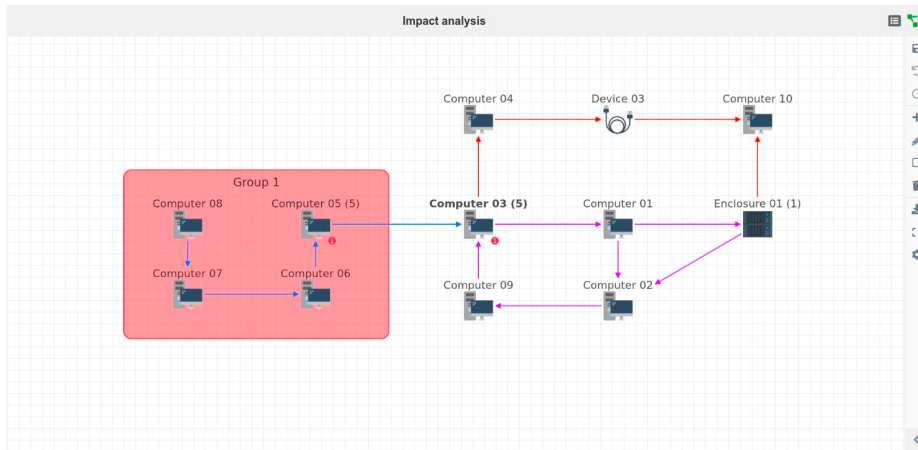
- Entity of the element
- Sort the information reported (duplicated software, name, etc.)
- Assign a manufacturer according to serial number, etc

## ✓ IMPACT MANAGEMENT AND RELATIONSHIP MANAGEMENT

From most of the objects in the Assets menu, you will now have access to a new **"Impact"** tab allowing you to create the relations between your assets and visualize the impact of a breakdown towards critical element.

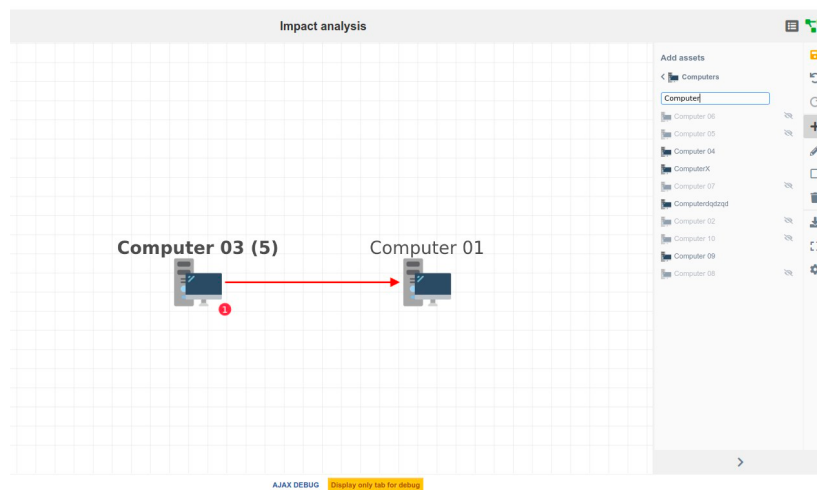
When building a graph for a property, you will have access to a toolbar allowing you to:

- Add other goods to the chart
- To trace the connections
- To group assets
- To export the chart as PNG
- Go to full screen mode
- To control the tree level



Impact graph and analysis.

You will find this view from a ticket for the associated elements.



Impact toolbar.



## ✓ DASHBOARDS

A new default tab appears on the main page to display customizable dashboards.

These dashboards can be:

- Shared with other users or integrated with other applications
- Put in full screen mode (to be displayed on a large screen, for example)
- *Edited / added / deleted / cloned* to fit your reporting needs.



Customizable dashboards.

In addition to the central page, there is also a dashboard for the 1st level menus:

- Assets
- Assistance

In addition, from the general configuration, you can also activate "mini" dashboards for tickets

Dashboards			
Default for central	central	Default for Assets	assets
Default for Assistance	----	Default for tickets (mini dashboard)	----
<b>Save</b>			

Dashboard setup.

## ✓ KANBAN FOR PROJECTS

"kanban" view is available in order to quickly organize tasks and sub-projects by their status.

Project contributors can change a column map to change the status of the corresponding object and the project supervisor can rearrange them vertically.

A text field is available at the top of the view in order to filter the cards displayed in the columns.

A global view is accessible from the breadcrumb thread in order to view all the cards and all projects combined.

Hooks have been added to allow plugins to add information to "maps". The **Tag** plugin already uses this possibility.

## 4. ASSISTANCE

### ✓ TICKETS: INCIDENT/REQUEST

Tickets are widely used in an **IT Service Management (ITSM)** system, where they are stored, managed and updated as the issue or activity is resolved.

*In GLPI tickets can be created internally - from Portal (GLPI), or externally - from email.*

**GLPI** allows users to select between **Incident** or **Request** while creating the ticket. Each category could be assigned to specific group of users/profiles or person in charge.

Please, do not forget about **entities** when creating the rules for Helpdesk.

- Timeline for ticket processing
- See the life cycle of an incident or service request (*assignment, planning, validation, tasks, follow-ups, solution, etc.*)
- Create and update tickets via e-mail, GLPI IMAP / POP fetching media
- Valuable data of your assets: *Total cost of ownership, hardware failures monitoring, etc.*
- Predefined ticket templates for incidents, service requests, solutions, and pre-filled tasks.
- Support availability management (opening and closing hours)
- Knowledgebase linked to tickets that can automatically escalate problems, changes or projects
- Customized forms generator
- Automatic workflow engine based on complex business rules
- Management of Service Level Agreement (SLA), Service Level Targets (SLT) and Operational Level Agreement (OLA)
- Satisfaction surveys after closing the ticket

## ✓ PROBLEMS

A Problem is the cause of one or more potential incidents and can generally be identified because one or more incidents have the same symptoms.

In GLPI, The Problem allows you to inform, assign and plan, etc., actions or decisions. Problems are accessible in

[Assistance](#) → [Problems](#).

The problem reporting form reminds the form of incidents, and can be distinguished by its concepts: claimers, observers, assignment, status, urgency, impact, priority, category.

It is possible to attach other elements of GLPI to your Change: ***Ticket / Problem / Projects / Costs / etc.***

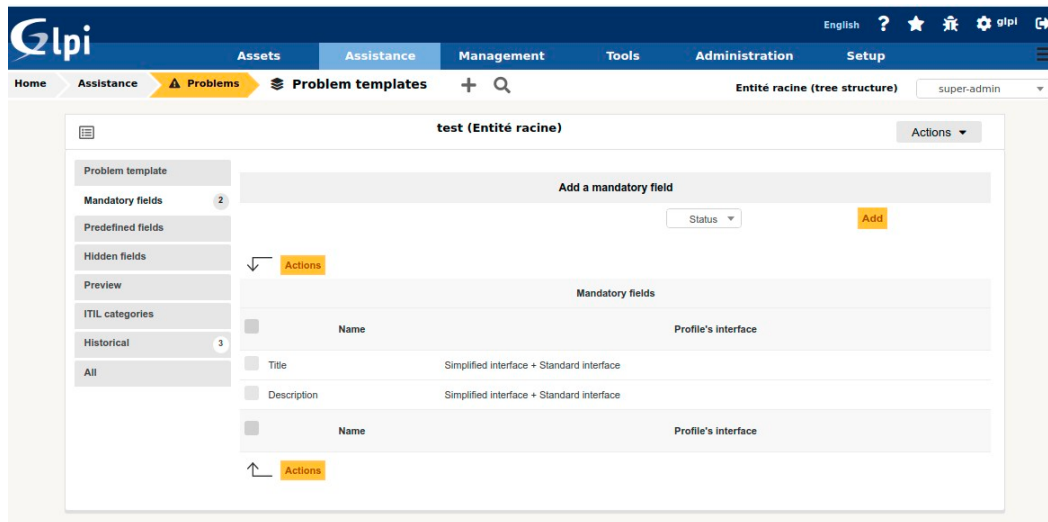
### ★ Key features:

- Problem creation from multiple sources: form, incident, change, park asset
- Problem impact analysis, evaluate symptoms and find their causes
- Follow the progress until a final valid solution
- Feed the knowledgebase with data of known errors
- Cost traceability for schedules and materials

### • **Templates for Problems and Changes:**

Ticket templates are available Problems and Changes. They also contain fields:

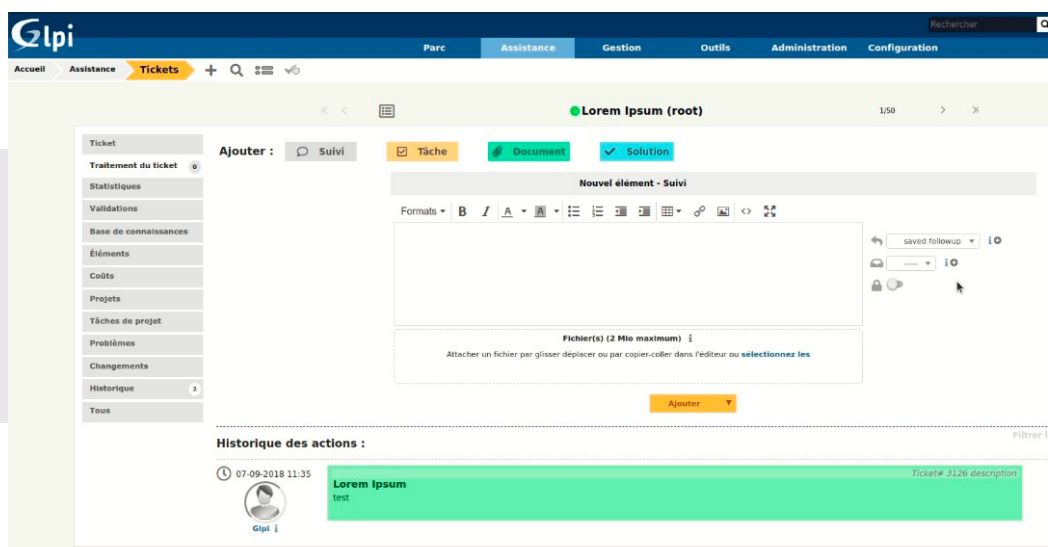
- Hidden
- Pre-defined
- Mandatory



Templates for problems and changes.

- **Follow-up templates:**

Just like with tasks, you can now use saved responses for your follow-up on *tickets/requests/problems*.



Pre-saved responses for follow-ups.

The fields description, source and private information will be filled in when you pick an answer.

## ✓ CHANGES

A **Change** is the establishment of the resolution of a **Problem** (in GLPI sense or not) or the establishment of a new material / human element or process of your IS. Change allows you to inform, assign, plan, budget, etc.

[Assistance → Changes.](#)

The change form reminds the form of incidents, and can be distinguished by its concepts: **claimers, observers, assignment, status, urgency, impact, priority, category**. It is possible to attach other elements of GLPI to your Change: *Ticket / Problem / Projects / Costs / etc.*

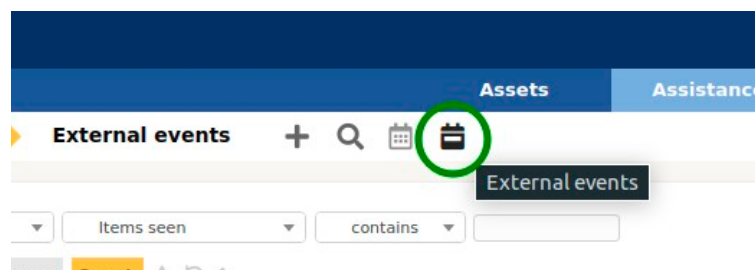
### ★ Key features:

- Create changes from incidents, requests, or problems
- Analyse, plan, find a solution
- Link changes to Knowledgebase
- Link changes to Inventory items
- Expense management

## ✓ PLANNING

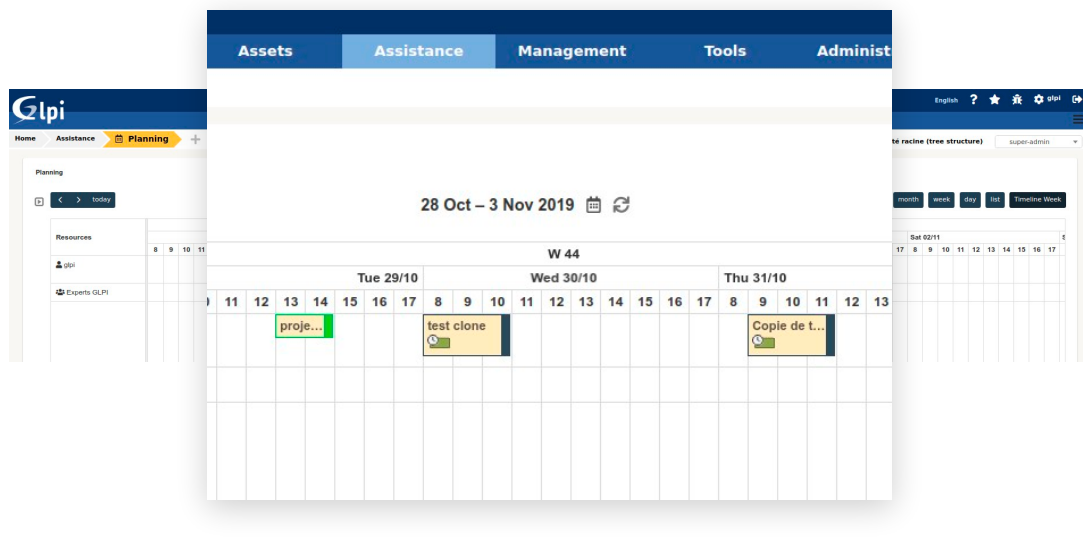
The planning welcomes many new features, e.g. the latest version of the **fullcalendar library** (version 4.x).

A new type of event appears: "**external events**", - it allows materializing appointments outside GLPI and you can decide if the planning of ticket task is suitable for time slot of technician. These external events can be defined as "background" in order to be displayed in a fade out manner in the schedule. This can be used to visualize working hours, for example.



External events feature.

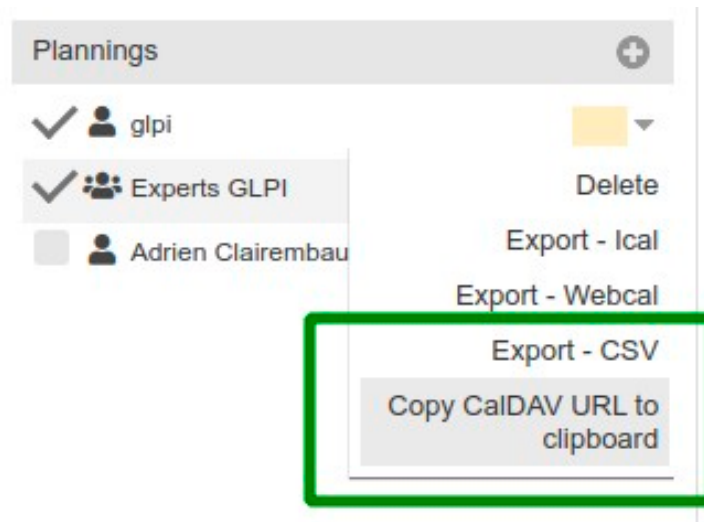
Via an additional plugin (for licensing reasons, see the plugin's "readme"), a new view is added to display users and groups vertically and not overlay their events.



Planning view.

A full caldav server has been added to have bi-directional synchronization with your applications (thunderbird lightning, evolution, etc.). Ical exports are also available.

In addition, an export of events in csv format has been added.



CSV export format.

## ✓ STATISTICS

Reports on tickets are available from the menu [Assistance](#) → [Statistics](#)

You can view statistics according to a configurable period :

### Global

#### Displays statistics about the tickets:

- Number of tickets opened, resolved, closed and resolution date
- Number of open satisfaction surveys, number of responses to surveys and average level of satisfaction
- The average time for consideration, resolution and closing of the ticket
- The average actual duration of treatment of ticket

**Per ticket:** Displays statistics about the elements of the tickets, selected via a drop down menu. For example: requester, assigned technician, impact, etc. ...

The results have the following elements:

- Number of tickets opened, resolved, closed and resolved late
- Number of open satisfaction surveys, number of responses to surveys and average level of satisfaction
- Average time for ticket assignment: (time between the opening of the ticket and the first action made on it (monitoring, task or solution))
- Average time of resolving and closing the ticket
- Real average and total duration of treatment of the ticket
- Actual duration of the interventions scheduled by people who take care of the tickets. "(real) processing of ticket" means the time spent by a technician on the tasks related to tickets.

**By title:** Displays statistics about the components of computers. For example: model, operating System, model of motherboard, etc....

The statistical elements obtained are the same as for statistics for tickets.

**Per item:** Displays the number of tickets allocated to each item, sorted by number of tickets. For each line of output, the icon  allows a graphical view of these statistics.



## ✓ RECURRENT TICKETS

With templates, it is possible to program the opening of tickets on a recurring basis.

For example: open a ticket every Friday morning to make a tape backup at the same night. Make an initialization operation all early months.

This feature is accessible from the menu [Assistance](#) → [Recurrent Tickets](#) .

A recurrent ticket includes a gabarit, that will be used as a model for the tickets, and a beginning date and an opening frequency. The process can be triggered early. Finally, it is possible to deactivate recurring ticket with the parameter active. Calendar can also be associated in order to limit ticket's creation to working days. If the ticket's creation was planned for a weekend it will be postponed till Monday.

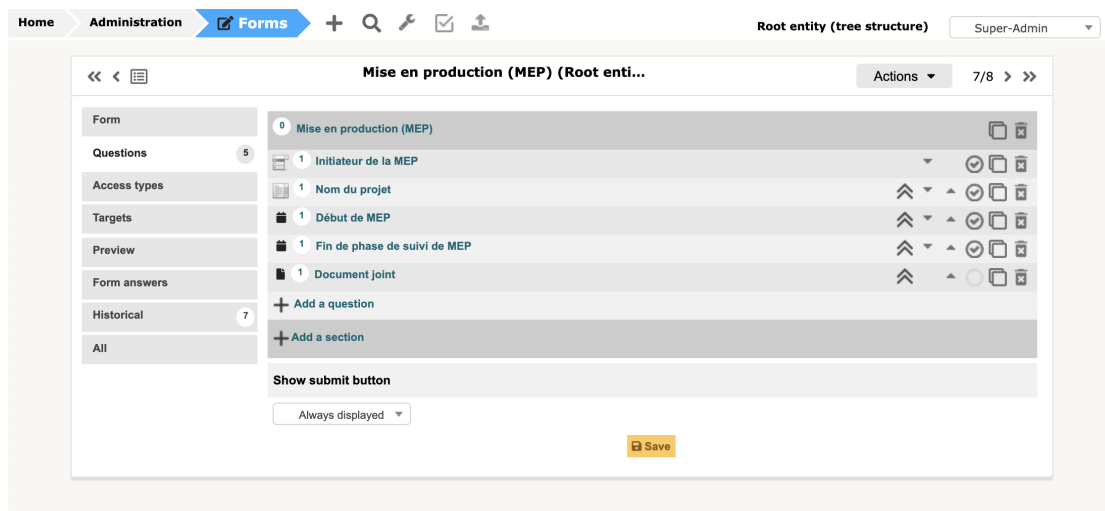
## ✓ FORMS

Create custom, easy to access forms for users when they want to create one or more tickets or changes.

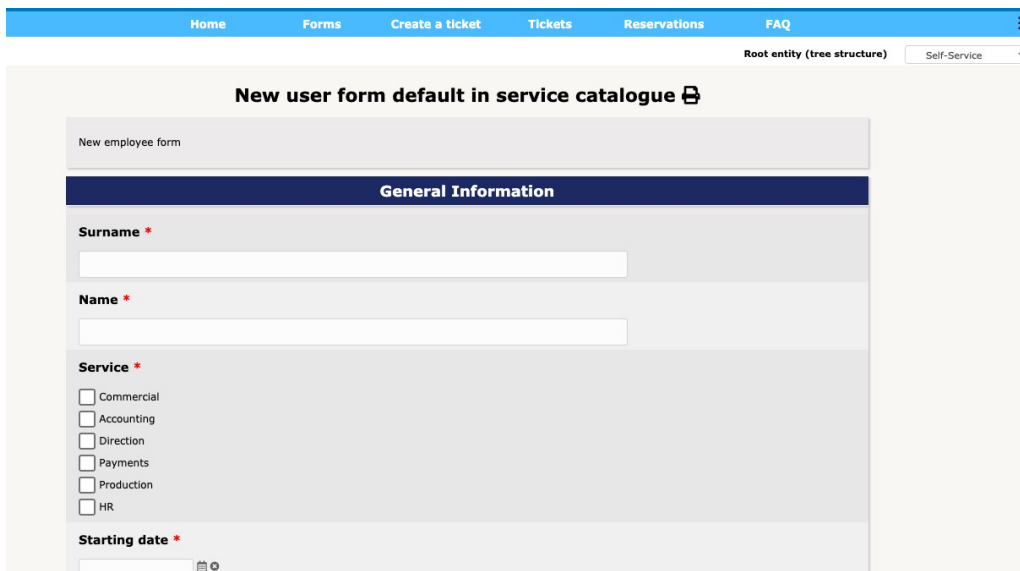
### Features:

- Direct access to forms from self-service interface in main menu
- Highlighting forms in homepages
- Access to forms controlled: public access, identified user access, restricted access to some profiles
- Forms organized by categories, entities and languages.
- Questions of any type of presentation: Textareas, lists, LDAP, files, etc.
- Possibility to display a question based on certain criteria (response to a further question)
- Control of responses from forms: text, numbers, size of fields, email, mandatory fields, regular expressions, etc.
- Creation of one or more tickets or changes from form answers

- Adding a description per fields, per sections, per forms, entities or languages.
- Formatting the ticket set: answers to questions displayed, tickets templates.
- Preview form created directly in the configuration.



Form questions.



Forms in simplified interface (Self - service)

## ✓ SERVICE CATALOGUE

Create Service catalogue using plugin Formcreator.



## 5. MANAGEMENT

### ✓ ADMINISTRATION / CONFIGURATION

- History tab is available in the General configuration.
- Authorization rules are executed for local users.

### ✓ LICENSES

GLPI allows you to manage the licenses of your software deployed on your assets.

The License object is linked to Software object in inventory. To be able to manage licenses, it is necessary to establish the process of inventory for your fleet.

You can define information related to license, for example:

- Status
- Editor
- On which workstation is it installed
- Software version
- Expiration date

What advantages gives you this feature:

- Centralisation of information
- Planning renewals
- Issue alerts (version changed on a workstation or the number of licenses becomes insufficient)

### ✓ BUDGETS

You will be able to implement your budgets related to your fleet or your assistance in GLPI. A budget can be defined by:

- Type
- Value
- Period
- Place

All other GLPI objects that can represent a financial value can be linked to budget, for example:

- Computers
- Licences
- Projects
- Tickets
- Problems

The link to Budget takes the form of the Cost tab in the object concerned. This concept of budget will allow you, for example:

- Centralize information in your fleet management
- Manage and monitor your expenses
- To monitor your budgets
- Issue alerts for the above points (budget consumed at 50%, deadline of approaching budget, etc.)

## ✓ SUPPLIERS

GLPI allows you to integrate the list of your suppliers. Each supplier can then be linked to other GLPI objects:

- Tickets
- Contracts
- Problems
- Changes

## ✓ CONTACTS

Same as in case of suppliers, you will be able to integrate your contacts in GLPI. Note that it is possible to export contacts in vCard format for integration into third-party solutions.

The advantage of integrating your Suppliers in GLPI will be the acceleration of your assistance process thanks to contact information quickly accessible from various GLPI objects.

## ✓ CONTRACT

It is possible to materialize contracts related to your Assets and Assistance in GLPI. For contract, you can define the following things:

- Period
- Billing period
- Type of renewal
- Hours of intervention within the framework of support contract.

These contracts may be linked to other GLPI objects:

- One or more Suppliers,
- Budget (apart from cost);
- The elements of your fleet attached to this contract.

## ✓ DOCUMENTS

GLPI allows you to manage documents within the platform.

Here we are talking about centralized space for all the files that you have attached to other objects in GLPI (log file of ticket, a delivery note, order, invoice, certificate, etc.).

In this Documents menu, you can:

- Add files
- View files
- Attach them to GLPI elements, this can vary from SIM card to broader concept as Problem.

## ✓ TELEPHONE LINES

In GLPI, you will be able to add your telephone lines. A line can:

- Be assigned to user, place, group, etc.
- Be linked to budget, contract.

## ✓ CERTIFICATES

GLPI allows the integration of your Certificate. Here we are talking about certificates for your servers, websites, software, etc.

You can send the following information:

- DNS
- Expiration date
- Type
- Certificate data (crt / csr / ca / etc).

Like all GLPI objects, a certificate can be linked to:

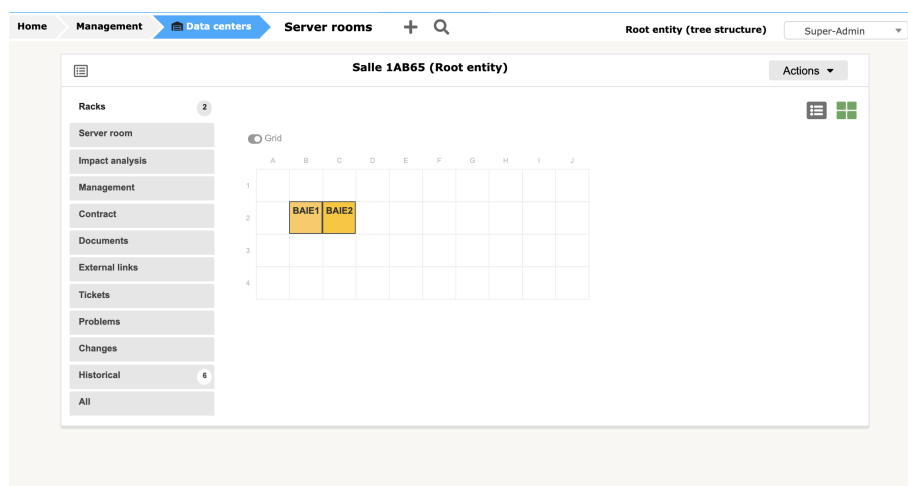
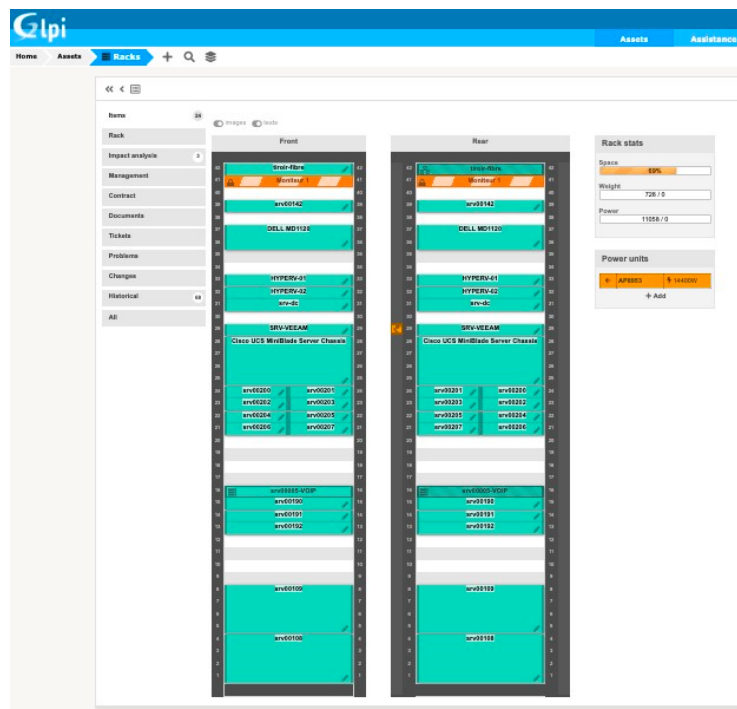
- Equipment
- Ticket
- Contract
- Cost (budget)
- Problem
- Change

Implementing your certificates in GLPI will allow you to easily manage their renewal via alerts, scheduled tasks and all the concepts of GLPI allowing you to establish a process.

## ✓ DATA CENTERS

You can use Data Center mode in GLPI. The following menu items are available:

- Assets
- Enclosures
- Management
- Server rooms: two graphical views appear and allow to drag & drop the racks in rooms, and items in racks.
- Racks
- PDUs
- Data Center



Server rooms.

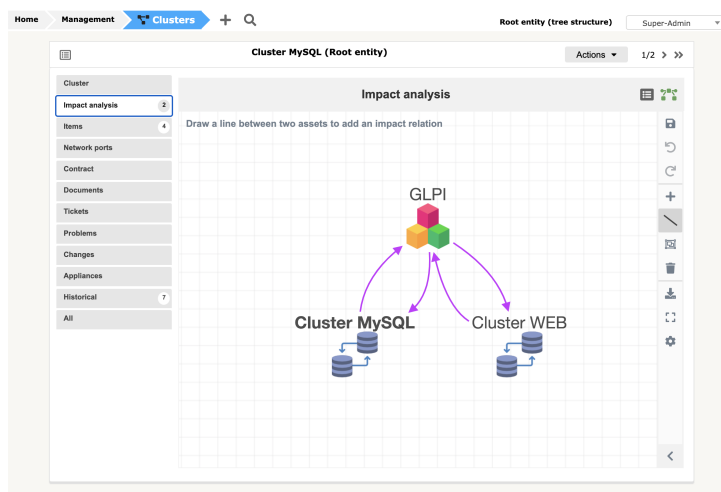
From item's models (in Setup > Dropdowns), it's now possible to set the specifications:

- Weight
- Depth
- Required units
- and for rack view, front and rear pictures.

For the Rack plugin users, we provide an optional migration script. It's available in [scripts/migrations](#) folder of archive.

## ✓ CLUSTERS

It is possible to manage your clusters by indicating the elements that forms it: [impact / dependencies](#), materials, tickets, contracts, etc.



Impact analysis for Cluster.

## ✓ DOMAINS

Track and renew on time your domains before they expire. GLPI allows you to manage domains: financial and administrative information, warranty, link them to tickets, problems, changes.

## ✓ APPLIANCES

You can create appliances in GLPI (composed by various inventory items). Direct management from items. Integration with Helpdesk is available.

## ✓ ORDERS

Manage your orders with GLPI: insert products, track bills, link them and related objects to the Inventory or Assistance.



## 6. TOOLS

### ✓ PROJECTS

GLPI allows you to manage the projects related to your fleet or your assistance thanks to the implementation of Projects module. This will allow you to provide information for your project (s):

- Participants
- Tasks and their progress
- Priority
- The overall progress of project
- Design GANTT diagram

GLPI also allows you to manage sub-projects under the same project. You can link other GLPI objects to your project:

- Participants
- Tasks and their progress
- Priority
- The overall progress of project
- Design GANTT diagram

### ✓ PROJECTS

If you need to send information or leave message (even temporary) for employees, from now GLPI allows you to create Notes, integrate them to Schedule and attach Documents. Access to different notes can be configured (Which entity can see it? Which group? Which user?).

### ✓ RSS FEEDS

In order for your team to stay well informed, GLPI allows you to integrate RSS feeds whether it's private (intranet) or public (press / suppliers / customers / etc).

These RSS feeds can remain private to its editor or be shared with different targets of the platform (entity, group, user).

*[RSS feeds are visible on GLPI home page.](#)*

## ✓ KNOWLEDGE BASE

GLPI's knowledge base can cover the following needs:

- The first is to centralize internal knowledge.
- The second is to provide users with information (public FAQ) allowing them to solve simple problems on their own.

Only the elements of public FAQ are visible to users with simplified interface. Items that are not defined as part of public FAQ are visible only in the central console to technicians.

It is necessary to select one or more targets for each Knowledge Base or FAQ article. The target (s) corresponds to the entities, profiles, groups or users who will be able to view it. As long as no target has been selected for an article, this article is visible only to its editor. The article is considered "unpublished" and appears in the "Unpublished articles" table on the Knowledge Base home page.

One or more documents can be associated with Knowledge Base articles.

## ✓ RESERVATIONS

This module allows you to consult the material to be reserved and to make reservations. Making equipment available for booking is done from the latter's file.

Each item of equipment will have discoverable reservation schedule.

## ✓ REPORTS

GLPI authorizes the generation of reports related to your equipment, financial data, etc.:

- The default report: This report lists the equipment in the fleet sorted by operating system for computers and by type for other equipment.
- Material under maintenance contract: Material under maintenance contract with a third party. It is possible to obtain a detailed report by type of equipment and by date of purchase. Multiple selection is allowed.
- Equipment report per year: Information about the date of purchase, the warranty and associated contracts over one or more years. Multiple selection is allowed.

- Hardware Inventory Financial Information Report: Summary of financial information for computers, printers, network equipment, monitors and peripherals as well as the total and net value of your assets.
- Other Financial Information Report: Summary of financial information for cartridges, licenses and consumables.
- Network report: Information about network according to location, network equipment or network sockets.
- Loan report: summary of current, future or past loans for a given user.
- Status report: summary by type of materials of the different statuses.
- Several plugins allow you to improve and add reports. Do not hesitate to contact us to discuss their deployment on your instance.

### ✓ **SAVED SEARCH**

GLPI, with its search engine, allows you to save your search:

Warning! [The Tools → Saved search](#) module only allows consultation and configuration of alerts for your previously saved search.

Saving a search is done directly in the search engine from any GLPI menu.

### ✓ **DATA INJECTION**

This plugin allows data import into GLPI using CSV files.

It allows to create models of injection for a future re-use. It's been created in order to:

- Import data coming from others asset management softwares
- Inject electronic delivery forms

Data to be imported using the plugins are:

- Inventory data (except softwares and licenses),
- Management data (contract, contact, supplier),
- Configuration data (user, group, entity).

## ✓ ALERTS

A GLPI "alert" is the combination of four concepts:

- Saved search
- Alert configured for this search
- Automatic action triggering the alert
- Notification

## 7. ADMINISTRATION

### ✓ USER INTERFACES

*Administration → Users*

- Admin
- Observer
- Self-service (simplified)
- Supervisor
- Hotliner
- Read-only
- Super-admin
- Technician

### ✓ GROUPS

In GLPI you can merge identical elements (e.g. "users") of different entities within parent entity.

### ✓ ENTITIES

Entity is a key concept in GLPI. It can be compared to the concept of hierarchy inside of company (departments/subsidiaries), of service within a company administration or an information system. It allows to isolate hierarchically organized groups in a single instance of GLPI (a single installation of GLPI).

### ✓ RULES

GLPI has a rules engine which allows a number of actions and associations to be performed automatically.

The engine behaves differently depending on the types of rules:

- Stop after the first rule is checked
- Unfolding all rules
- The rules progress with transition of the result to the following

## ✓ DICTIONARIES

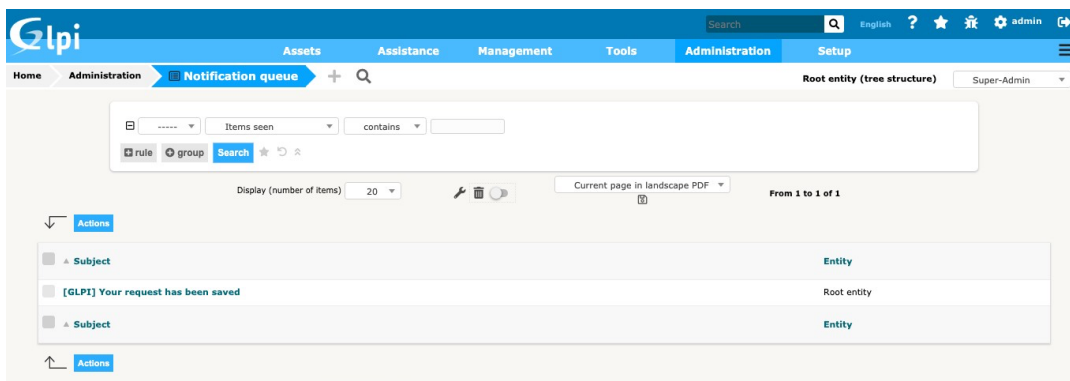
Dictionaries allow you to modify the data that is entered or already exists in GLPI. They are based on the rules engine and are available for certain inventory data (software, manufacturers, titles). These dictionaries allow you to have rules which will modify manually entered values, added automatically via an inventory tool, or plugins (for example the CSV file injector).

## ✓ INTERFACE



## ✓ NOTIFICATION QUEUE

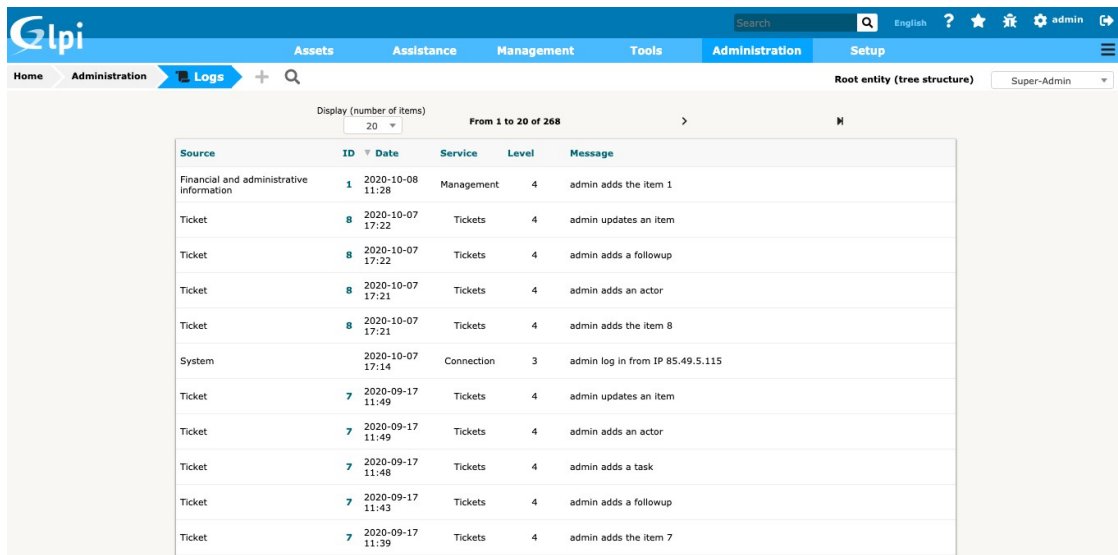
Notification queue allows you to monitor the processing of notifications: from emails, browser, webhook (using collaborative tools plugin: mattermost, slack).



Notification queue.

## ✓ LOGS

In Logs you can access the system events: user login, user action, etc.



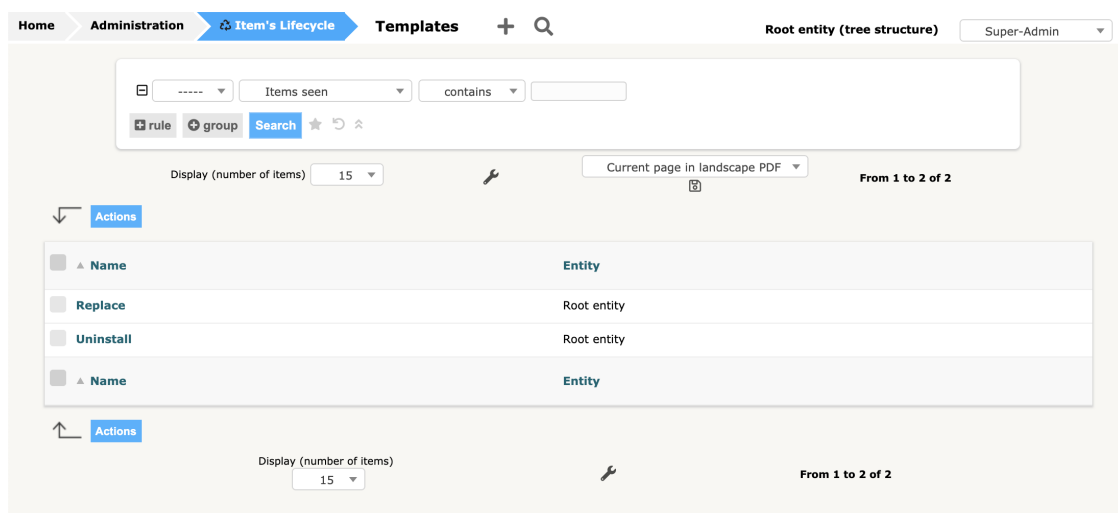
The screenshot shows the GLPI interface with the 'Logs' tab selected. The page displays a table of system events with columns for Source, ID, Date, Service, Level, and Message. The table shows various actions such as 'admin adds the item 1', 'admin updates an item', and 'admin log in from IP 85.49.5.115'.

Source	ID	Date	Service	Level	Message
Financial and administrative information	1	2020-10-08 11:28	Management	4	admin adds the item 1
Ticket	8	2020-10-07 17:22	Tickets	4	admin updates an item
Ticket	8	2020-10-07 17:22	Tickets	4	admin adds a followup
Ticket	8	2020-10-07 17:21	Tickets	4	admin adds an actor
Ticket	8	2020-10-07 17:21	Tickets	4	admin adds the item 8
System		2020-10-07 17:14	Connection	3	admin log in from IP 85.49.5.115
Ticket	7	2020-09-17 11:49	Tickets	4	admin updates an item
Ticket	7	2020-09-17 11:49	Tickets	4	admin adds an actor
Ticket	7	2020-09-17 11:48	Tickets	4	admin adds a task
Ticket	7	2020-09-17 11:43	Tickets	4	admin adds a followup
Ticket	7	2020-09-17 11:39	Tickets	4	admin adds the item 7

Logs list.

## ✓ ITEM LIFECYCLE

Item lifecycle comes from the Uninstall plugin. This plugin lets you to archive easily assets which are no longer in use.



The screenshot shows the GLPI 'Item's Lifecycle' page. It features a search bar, a filter dropdown set to 'Items seen', and a 'contains' dropdown. Below the search bar, there are options for 'rule' and 'group', and a 'Search' button. The page displays a table of templates with columns for 'Name' and 'Entity'. The table shows two templates: 'Replace' and 'Uninstall', both associated with 'Root entity'. There are also 'Actions' buttons for each template.

Name	Entity
Replace	Root entity
Uninstall	Root entity

Items lifecycle templates.

## ✓ INVENTORY AGENT

GLPI Agent for Android is an Android application used for software and hardware inventory for Android-based phones.

The data collected by GLPI Agent for Android directly goes to the ITSM GLPI software via FusionInventory plugin.

## 8. SETUP

### ✓ DROPDOWNS

It allows you to modify a certain number of titles related to the inventory (types and models of objects, operating system as well as version and service pack).

### ✓ COMPONENTS

Computer component management can be found in the tab Components on the computer form.

To add a component to a computer, select the drop down list at the top of the table, the family thereof, and its name.

### ✓ NOTIFICATIONS

GLPI has a notifications feature. It allows you to receive messages for certain pre-defined actions. It is based on two concepts:

1. Template: to create the notification messages
2. Notification: association of a template for a given event and define its recipients

The general configuration of notifications is done from the

[Setup menu](#) → [Notifications](#) → [Email followups configuration](#).

### ✓ SERVICE LEVELS (SLAS)

In GLPI you can configure SLAs for tickets.

An SLA (Service Level Agreement) is the formalization of a contract negotiated between Servicedesk and the customer defining the expected level of service and therefore the maximum resolution time for incident or request (D + 1, H + 4 ...).

Escalation can be defined by SLA. Each level triggers automatic actions allowing the resolution of the ticket as soon as possible. A level is triggered before or after the expiration date of the SLA depending on the defined delay. For example, one day before the deadline, the ticket is assigned to level 2 support and its priority changed to "High".



## ✓ FIELDS UNICITY

This feature makes it impossible to add or update an inventory item if another one already has the same value. This mechanism applies to manual additions, but also to import from an external source as well as from an inventory tool.

Unicity is defined by a name, a type of object to which it relates, and a list of fields. The sub-entity field is used to indicate whether the unicity criteria applies to any GLPI or only to the entity in which the unicity is created.

It should be noted that the selection of several fields checks the unicity of the tuple and not each field individually.

## ✓ AUTOMATIC ACTIONS

It is possible to configure Automatic actions in GLPI.

For each action, it is possible to configure:

- The frequency of execution;
- Status: allows you to deactivate the action if necessary;
- The execution mode: Internal (triggered by user navigation, by default during standard installation) or External (more robust but requiring a system configuration).
- The execution time range: Allows you to deactivate certain treatments at night, for example.
- The time in days of keeping logs (of automatic action): which are stored in the database.
- The interface also allows to reset the execution date, to force the execution, to consult the statistics and the execution logs.

## ✓ AUTHENTICATION

The following external authentication sources are supported by GLPI:

- LDAP directory
- CAS server
- Authentication delegated to the web server
- Mail server
- x509 certificate

In order to use these external authentication sources, you must first activate the corresponding extensions in the PHP configuration. There is no limit to the number of external sources configured in the application.

## ✓ RECEIVERS (COLLECTORS)

Receiver allows you to import an email from a mailbox, and transform it into a ticket in GLPI. A routing mechanism allows this to be assigned to the destination entity.

Receiver is associated with an e-mail address. It is possible to add as many receivers as you want. Of course, the higher the number, the longer the process for importing emails.

The declaration of a new receiver consists in giving a server name (Email), as well as connection options (IMAP or POP, SSL, TLS, certificate validation). It is possible to limit the maximum size of attachments (no import, or from 1 to 100 MiB).

The default value of this option is inherited from the general configuration ([Configuration menu](#) → [General](#) → [Assistance](#)). The tickets created can have the creation date of the initial email or the date of the import into GLPI (depending on the option defined in the receiver (collector)).

## ✓ EXTERNAL LINKS

Some elements of GLPI can be associated with a set of links to external applications. You can find it in the "Links" tab of the different files.

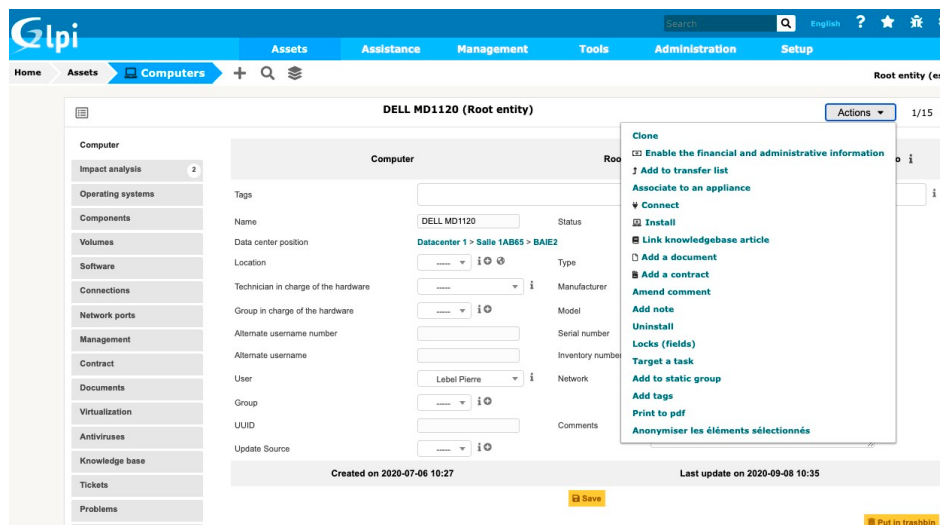
Each link can be associated with one or more types of element.

## 9. DESIGN AND USER EXPERIENCE

### ✓ MASSIVE ACTIONS

Massive actions were retrieved from the list to be accessible for assets and tickets in general menu.

Certain actions such as "Add to transfer list" are accessible when viewing the objects one by one.




Massive actions.

### ✓ ACCESSIBILITY

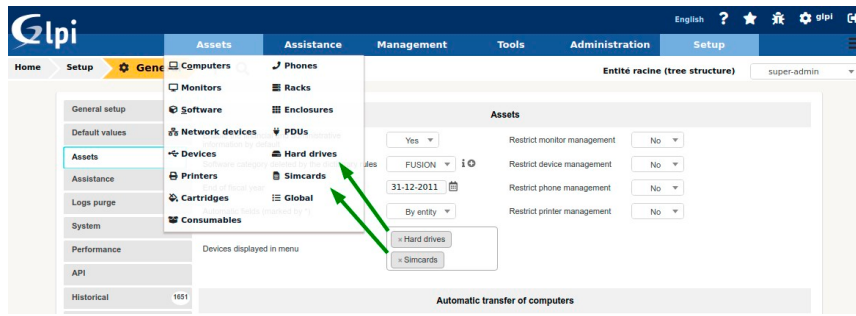
In order to facilitate the management of components, it is possible to highlight all or partly these assets in the Asset menu.

Previously to access the list of instances (and not the models) of SIM cards, for example, it was necessary to follow the following steps:

- [Configuration menu](#) → [Components](#)
- SIM cards in the list
- Icon  in the breadcrumb

Or to visualize them in the goods welcoming them.

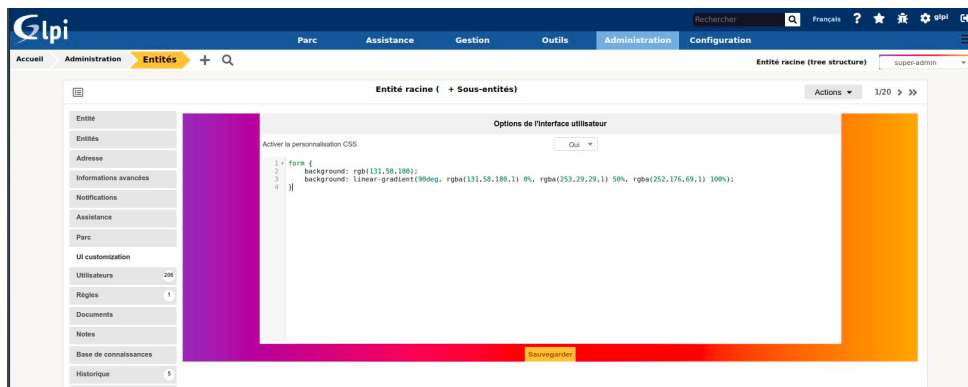
Now, after configuration, they are accessible in 1 click:



Hard drives and simcards accessible in 1 click.

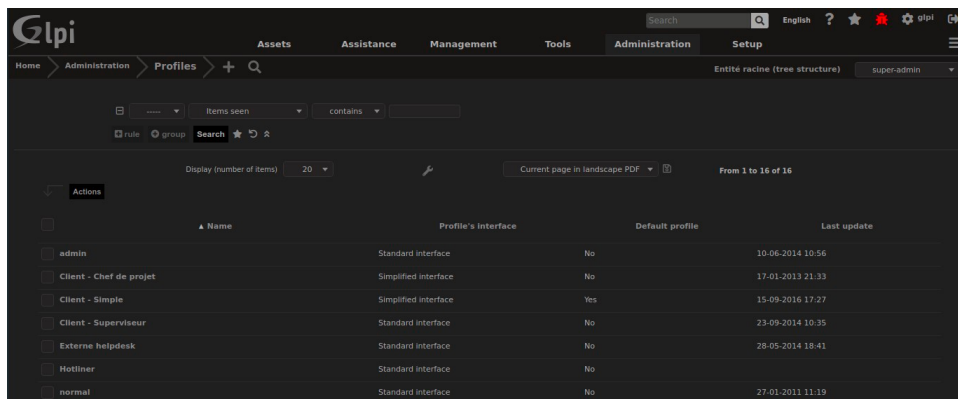
## ✓ ENTITIES CUSTOMISATION

It is possible to customize the CSS of GLPI entity by entity.



## ✓ "DARKER" THEME

- You can use GLPI in "darker" theme mode.



- You can show dashboards in "darker" mode.



## 10. SUPPORTED PLUGINS BY TECLIB'

### EXCLUSIVE PLUGINS:

#### ✓ AGENT CONFIG

GLPI plugin "Agent Config" allows you to easily configure (server and inventory frequency) the agent via QR Code or DeepLink.

#### ✓ OAUTHSSO

This plugin allows to auto-login on GLPI with external provider (google, facebook, etc)

#### ✓ COLLABORATIVE TOOLS

This plugin aims to provide connectors for web collaborative tools.

It currently push notifications to HTTP incoming webhooks for the following services:

- Mattermost
- Rocket.Chat
- Telegram
- Microsoft Teams
- Slack

#### ✓ BRANDING

Change your GLPI logo. Customize the top left corner logo. Customize the login page logo.

#### ✓ ANONYMIZE

This plugin will allow the data anonymization in GLPI, directly from the web interface or with the command line, either unitarily or massively.

#### ✓ HOLIDAY

This GLPI plugin fills the holidays based on the user locale. As a data source, it uses the library Yasumi, the list of supported countries is available on this page.

#### ✓ SPLITCAT

This plugin transforms ITIL categories dropdown into multiple selects (one for each level of the tree).

## ✓ ADVANCEDDASHBOARD

This plugin allows you to write SQL queries for GLPI or external databases and after fields setup provides the result as a dashboard card.

## ✓ APPROVALBYMAIL

This plugin allows to answer a validation request directly from mail without logging to GLPI. It allows to answer a satisfaction survey directly from mail without logging to GLPI. Also to respond to a solution directly from the email.

## ✓ RENAME GLPI STRINGS

This plugin allows administrators to rename base strings of GLPI interface. You can change string of the core application but also installed plugins.

For example, you'll be able to overload: *"Computer(s)" to "Server(s)"; "Phone 2" to "Service number"*, etc.

We are using php-gettext library, the same used by GLPI itself, to create and edit translations. This library permits to easily manage plural forms and specificities for your own language.

## COMMUNITY PLUGINS:

### ✓ FUSION INVENTORY

FusionInventory is an open source project providing hardware, software inventory, software deployment and network discovery to the IT asset management and helpdesk software.

### ✓ DATA INJECTION

It allows to create models of injection for a future re-use. It's been created in order to:

- Import data coming from others asset management software
- Inject electronic delivery forms

Data to be imported using the plugin are:

- Inventory data (except software and licenses)
- Management data (contract, contact, supplier)
- Configuration data (user, group, entity)

## ✓ ESCALADE

This plugin simplifies the ticket escalation to different groups.  
It adds the following features :

- Display a visual history of the assignement groups on a ticket.
- Rapid escalation to a group present in history.
- Assign initiator group when ticket solution provided.  
provide automatic assignment of tickets on ticket category change.
- Fast cloning of ticket.
- Closing cloned tickets simultaneously.
- Take the first or last group of technician (on ticket modification).
- New button for rapid self-assignment of a ticket.

## ✓ CREDIT

This plugin allows you to declare and follow (by entity) the consumptions of different credit vouchers directly from the Ticket form.

## ✓ PDF

This plugin allow you to select and export informations of an equipment to PDF file.

- equipment types from GLPI
- equipment types from some plugins
- additional data from some plugins
- one or many object(s) in a file

## ✓ ORDER

This plugin allows you to manage order management within GLPI:

- Products references management
- Order management (with approval workflow)
- Budgets management

## ✓ FORMCREATOR

Formcreator is a plugin that allow creation of custom, easy to access forms for users when they want to create one or more tickets or changes.



## ✓ UNINSTALL

This plugin let you to archive easily assets which reached their end of life.

## ✓ NEWS

This plugin allows to display messages on the GLPI's homepage.

Features:

- Create alerts with rich text like notes.
- Choose the desired publication start and end dates.
- Manage alerts by entity.
- Displays the alerts according to the user's profile

## ✓ TAGS

Addition of "tags" to any GLPI object (extending CommonDBTM).

- Tags can be managed in the headings.
- Tags are visible and modifiable in the header of the object (below the title).
- Tags can be searched and viewed in object lists.
- In the administration you can view a report of the associated objects.

## ✓ METABASE

This plugin eases integration of GLPI with Metabase. It currently permits to:

- Connect to Metabase API.
- Push database configuration or use existing configured databases in Metabase.
- Push GLPI foreign keys in Metabase datamodel
- Push GLPI enumeration (tickets impacts/urgency/priority/types) in metabase datamodel
- Push questions, collections and dashboards (if exists).
- Integrate Metabase dashboards into GLPI (on Central).
- Manage profiles (dashboards publication)
- Import existing questions/dashboards/collection from Metabase and save them as json

Teclib' provides with GLPI Network distribution, additional services like support for installation, questions and dashboards conception.

## ✓ GENERIC OBJECTS MANAGEMENT

This plugin allows you to do the inventory of new item types without having to code, it allows you to create those new item types, it allows type creation, manages available fields. Has full integration with the software (Helpdesk, loans, templates, etc.) It has support and connectivity for and with the File Injection plugin.

## ✓ FIELDS

The fields plugin allows you to add custom fields on glpi types : tickets, computers, users.

Additional data can be added:

- In object tab
- In main form of object (above save button)
- In form of a tab (warning, this feature is experimental)

