SHD.

Integrating Checkmk with the i-doit CMDB

Checkmk #9
Conference

21.06.2023   © SHD · Robert Frießleben

Agenda

1   Who is the SHD?

2   CMDB and **i-doit**

3   **i-doit** and checkmk

4   **i-doit** Add-on Checkmk 2

SHD System-Haus-Dresden GmbH

- Successful on the market since 1990
- 170 employees at 6 locations (Dresden, Berlin, Leipzig, Hamburg, Nuremberg, Lausitz)
- SHD serves a total of about 650 customers.

i-doit Add-on
Checkmk2

Digital Transformation

IT-Infrastructure Services

Professional IT Service

IT-Security

Managed and Cloud Services

If you ever asked yourself …

In which office did this monitor end up in?

Which of my servers have a vulnerable WebSphere installation?

Who did we hand this iPhone to?

What networks does our build server need and where does he need to be accessed?

What support contract did I have for this switch, and do I still have any warranty on it?

When was this servers operating system updated the last time?

Who is responsible for the web servers?

… and you couldn't answer it right away …
… than you should use a CMDB!

What is a CMDB?

In the theory:

- Configuration Management Database (CMDB) is a database to store information about hardware and software assets and the relationships between.
- CMDB is a basic component of ITIL framework's Configuration Management process.

In practice: Something between …

- A combination of binders with purchase and warranty contracts and a wild mixture of "historically grown" excel spreadsheets, distributed across all departments of a company or …
- A more or less maintained and up-do-date centralized software solution.

We want at least the second solution, of course!

What can i-doit do for you?

Asset-Management
Documenting and managing IT assets and defining and managing relationships between these assets.

Customizability
Define own categories, fields and properties for their IT assets.

User Management
Linking IT infrastructure with user information such as email addresses and phone numbers.

IP Address Management (IPAM)
Support with the administration of IP addresses and networks.

Document management
Central repository for IT documentation that can be used by different teams.

Reports and Analytics
Variety of ready-made reports to help users to understand and manage their IT infrastructures.
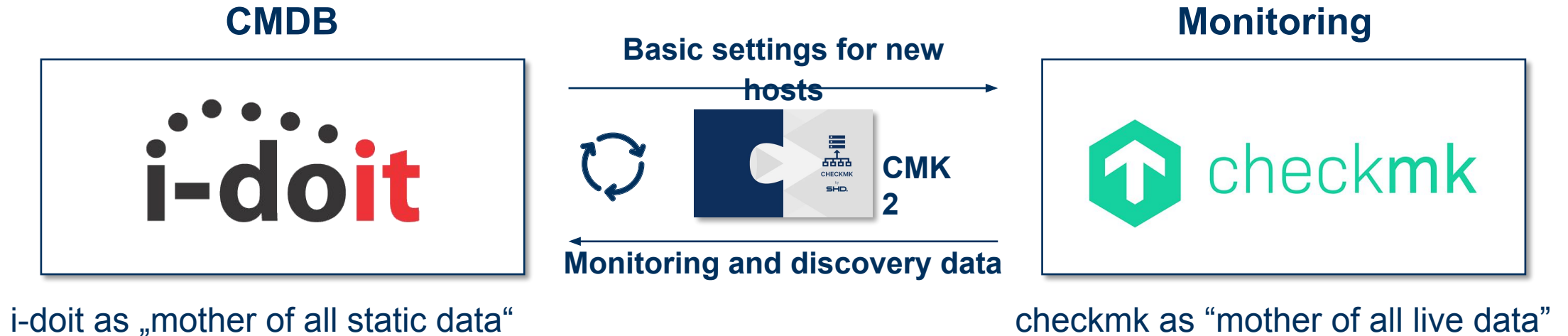
Cost Management
Management and analysis of IT costs such as hardware and software licensing costs.

Use cases

1. Maintaining the static data of your IT infrastructure in i-doit
2. Monitoring of the host in Checkmk
3. Automated Creation of hosts in Checkmk with the static data from i-doit
4. Enhance the data in i-doit with the live data collected in Checkmk

CMDB + Monitoring: Optimize the data flow!

CMDB

Monitoring

Basic settings for new hosts

CMK 2

Monitoring and discovery data

i-doit as „mother of all static data"

checkmk as "mother of all live data"

1. Data from i-doit will be used to **automatically create hosts in Checkmk**

2. Data gathered by Checkmk agents **enrich the CMDB information in i-doit to avoid manual maintanance of that data.**

   (e.g. HW/SW inventory data, status of services)

3. Frequent automated and/or manual import of data into i-doit and update of

CMDB + Monitoring: Foundation for successful IT Service Management

CMK2 Main Features

Sync

- Sync basic information between Checkmk and i-doit: agents, contact groups, folder, sites and tags

Push

- Configure Checkmk hosts based on i-doit

Fetch

- List available Checkmk hosts or i-doit objects

Pull

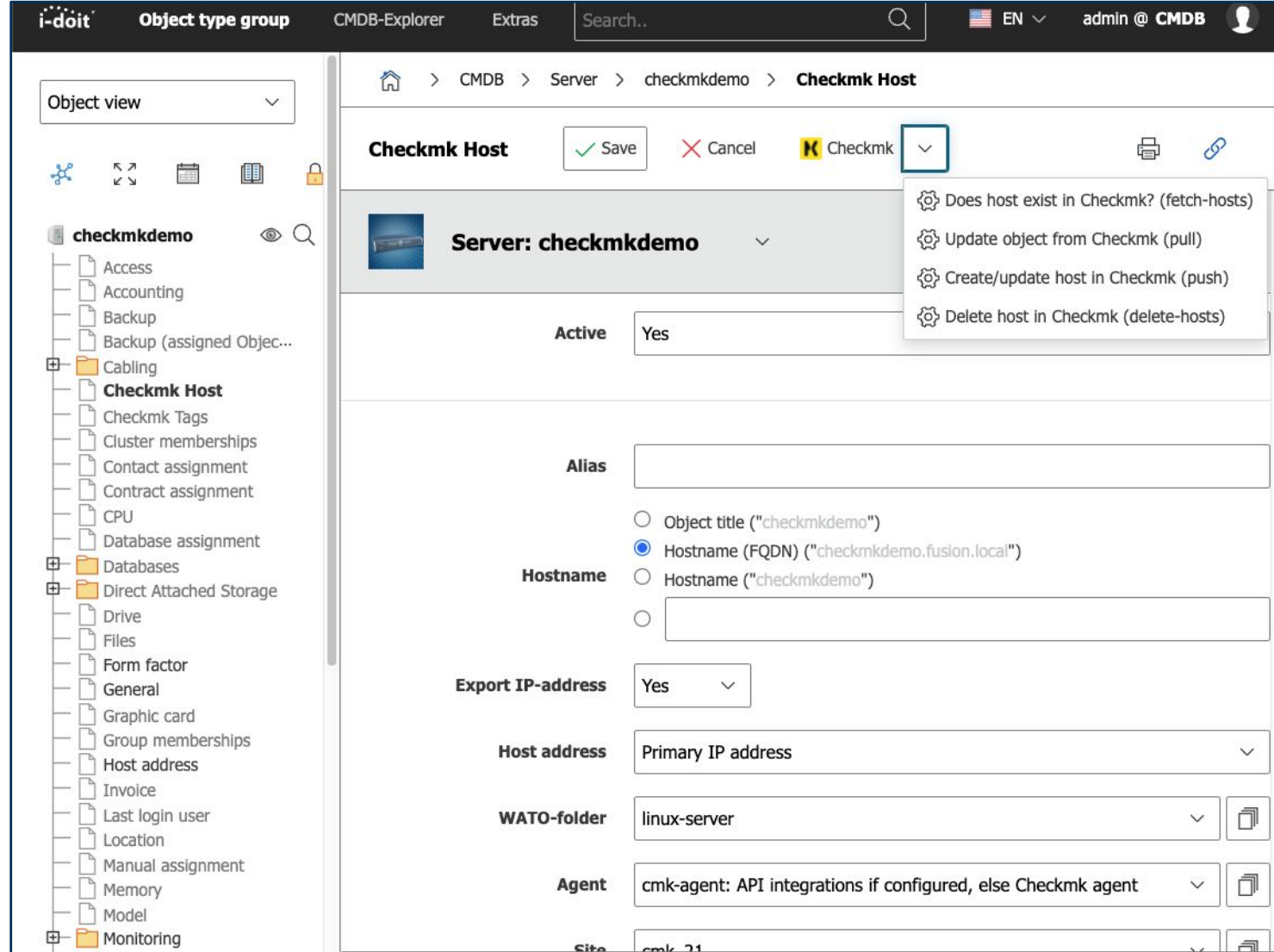- Import information about hosts from Checkmk into i-doit

Match

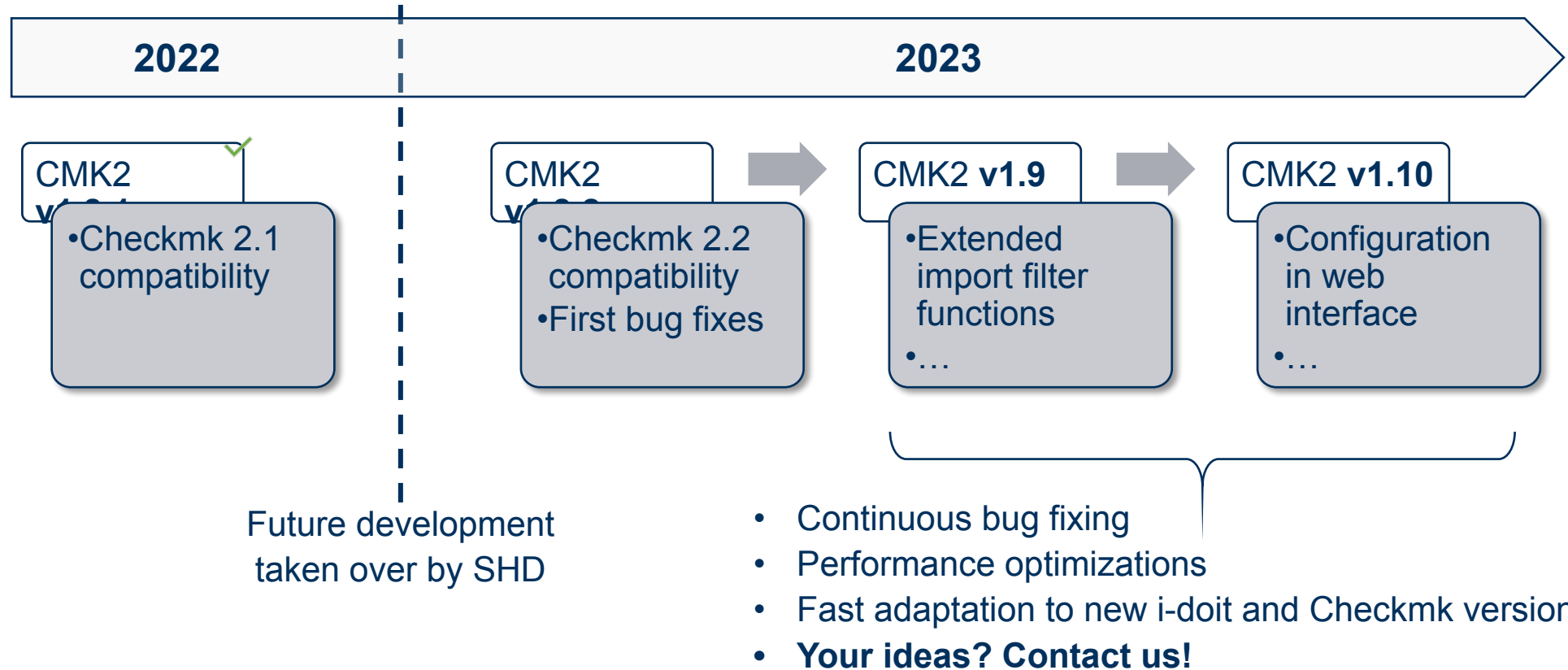- Match objects from i-doit with hosts from Checkmk

Delete

- Delete hosts in Checkmk

What it looks like

CMK2 Roadmap

2022 | **2023**

CMK2 v1.8
- Checkmk 2.1 compatibility ✓

CMK2 v1.8.2
- Checkmk 2.2 compatibility
- First bug fixes

CMK2 v1.9
- Extended import filter functions
- …

CMK2 v1.10
- Configuration in web interface
- …

Future development taken over by SHD

- Continuous bug fixing
- Performance optimizations
- Fast adaptation to new i-doit and Checkmk versions
- **Your ideas? Contact us!**

Thanks for listening!

Do you have any questions or suggestions?
Please feel free to contact us.

Looking for a Job?
www.shd-online.de/karriere

Your contact:

Robert Frießleben
robert.friessleben@shd-online.de

SHD System-Haus Dresden GmbH
Drescherhäuser 5b · 01159 Dresden

Checkmk Conference #9