

GLPI: A Comprehensive Guide to IT Asset Management



GLPI in english version by John Grogan

★★★★★ 5 out of 5

Language	: English
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Text-to-Speech	: Enabled
Enhanced typesetting	: Enabled
Print length	: 366 pages
Lending	: Enabled
Screen Reader	: Supported



GLPI (Gestion Libre de Parc Informatique) is a free and open-source IT asset management solution that helps organizations track and manage their IT infrastructure. It provides a centralized repository for all IT assets, including hardware, software, and services, and allows users to track their usage, maintenance, and support. GLPI also includes a number of features to help organizations comply with ITIL best practices, such as change management, incident management, and problem management.

Features

GLPI includes a wide range of features to help organizations manage their IT assets, including:

- **Asset tracking:** GLPI allows users to track all of their IT assets, including hardware, software, and services. This information can be

used to track the location, usage, and maintenance of assets, and to identify potential security risks.

- **Change management:** GLPI helps organizations track and manage changes to their IT infrastructure. This information can be used to identify potential risks and to ensure that changes are made in a controlled and orderly manner.
- **Incident management:** GLPI helps organizations track and manage IT incidents. This information can be used to identify trends and to improve the efficiency of incident response.
- **Problem management:** GLPI helps organizations track and manage IT problems. This information can be used to identify the root cause of problems and to develop solutions to prevent them from recurring.
- **Service desk:** GLPI includes a service desk module that provides a single point of contact for users to request support. This module allows users to track the status of their requests and to view knowledge base articles.

Benefits

GLPI offers a number of benefits to organizations, including:

- **Improved asset visibility:** GLPI provides a centralized repository for all IT assets, which gives organizations a clear view of their IT infrastructure. This information can be used to make better decisions about asset utilization and maintenance.
- **Reduced downtime:** GLPI helps organizations track and manage IT incidents and problems. This information can be used to identify trends

and to improve the efficiency of incident response and problem resolution.

- **Improved compliance:** GLPI includes a number of features to help organizations comply with ITIL best practices. This can help organizations to improve the efficiency and effectiveness of their IT operations.
- **Cost savings:** GLPI is a free and open-source solution, which can save organizations money on software licensing and support costs.

Use Cases

GLPI can be used by a wide range of organizations, including:

- **Small businesses:** GLPI can help small businesses to track and manage their IT assets, improve their incident response, and reduce their downtime.
- **Large enterprises:** GLPI can help large enterprises to manage their complex IT infrastructure, comply with ITIL best practices, and improve their overall IT operations.
- **Government agencies:** GLPI can help government agencies to track and manage their IT assets, improve their incident response, and comply with government regulations.
- **Educational institutions:** GLPI can help educational institutions to track and manage their IT assets, improve their incident response, and provide better support to their students and faculty.

GLPI is a comprehensive and powerful IT asset management solution that can help organizations of all sizes to improve their IT operations. It is free,

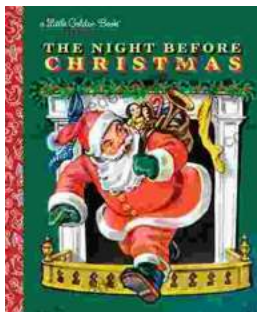
open-source, and easy to use, and it includes a wide range of features to help organizations track and manage their IT assets, improve their incident response, and comply with ITIL best practices.



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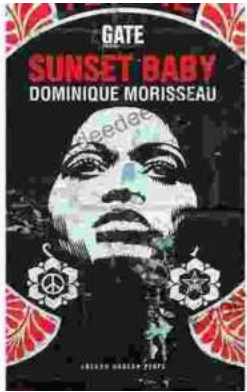
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