流程	品牌	介绍	版本
Help Desk and Ticketing 服务台和工单系统	RT: Request tracker »|« BEST PRACTICAL™	RT is an "issue tracking system which thousands of organizations use for bug tracking, help desk ticketing, customer service, workflow processes, change management, network operations, and even more… RT is a battle-tested issue tracking system which thousands of organizations use for **bug tracking, help desk ticketing, customer service, workflow processes, change management, network operations, youth counselling** and even more.	4.2.10. released on Feb 26, 2015
	SpiceWorks SPICEW(RKS	Spiceworks' free app will allow you to easily manage your daily projects and user requests – all from one spot. And if you're a help desk pro, you'll still be amazed at how painless Spiceworks is to get up and running.	http://download.spiceworks.com/Spiceworks.exe
	FreeHelpDesk fhd	FreeHelpDesk is a feature-rich help desk system designed from the ground up to meet the demands of help desk staff and their users. It is a web-based system that can accept new calls from your users directly into the system. Calls can be tracked and searched to enable faster response times.	Version: 2.4.2c Release Date: 4-27-2014
	osticket osTicket Support Ticket System	Easily manage, organize, and streamline your customer service and drastically improve your customer's experience – all with one simple, easy-to-use (and free) system.	osTicket Core, v1.9.5.1 eleased January, 12th, 2015

		OTRS Help Desk software provides the tools needed to deliver superior service to your customers. Build stronger, longer-lasting relationships and gain a solid competitive edge with the proven functionality of OTRS.	OTRS Appliance 4 Patch Level 6
	OTRS Help Desk		
Inventory and Change Management DataBase (CMDB)	i-doIT	Open Source IT Documentation and CMDB.	i-doit open 1.4.8 released
	OCS Inventory NG	Open Computers and Software Inventory Next Generation is a technical management solution of IT assets. It uses small client software that has to be installed on every machine, and a server that aggregates information about those machines. It can be used for software deployment as well.	OCS Inventory NG 2.2 beta 1 published Dec 24, 2014 OCS Inventory NG 2.1.2 stable publised Jul 13, 2014 New community support website Jul 07, 2014
Service Monitoring 服务监控	Icinga	is an enterprise-grade open source monitoring system which keeps watch over networks and any conceivable network resource, notifies the user of errors and recoveries and generates performance data for reporting. Scalable and extensible, Icinga can monitor large, complex environments across dispersed locations. Icinga is a branch of Nagios and is backward compatible.	Download Icinga 2 Virtual machine Package Source
	Nagios	Achieve instant awareness of IT infrastructure problems, so downtime doesn't adversely affect your business. Nagios offers complete monitoring and alerting for servers, switches, applications, and services.	Nagios Core Nagios Plugins Nagios Frontends Nagios Addon Projects
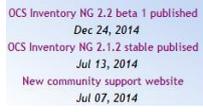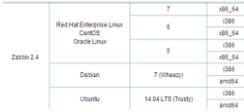
	[Zabbix](#) ZABBIX	is the open source availability and performance monitoring solution. Zabbix offers advanced monitoring, alerting, and visualization features today which are missing in other monitoring systems – even some of the best commercial ones	(Zabbix 2.4 version table) Red Hat Enterprise Linux / CentOS / Oracle Linux — 7 x86_64, i386; 6 x86_64, i386; 5 i386, x86_64 Debian 7 (Wheezy) i386, amd64 Ubuntu 14.04 LTS (Trusty) i386, amd64
	[GroundWork](#)	monitors your entire datacenter and collects all its information in one place, helping to make better sense of your IT environment performance and availability data.	暂时无法访问
Service Management 服务管理	[OTRS:ITSM](#) OTRS	is a scalable, high-performance, enterprise-grade IT Service Management (ITSM) software that couples the best practices of the IT Infrastructure Library (ITIL v3). The OTRS IT Service Management software is a powerful set of tools for managing complex IT administration processes, reducing business risk and ensuring high service quality.	OTRS Business Solution™ OTRS Free — Release and Security Notes
	[iTop](#) iTop	written in a simple, popular programming language (PHP) that can be customized in an instant, iTop was developed to let you choose the modules you are interested in. If you just want a CMDB, you just get a CMDB. If you need to deal with all ITIL processes, you can get all ITIL modules covered by iTop. Adding a module is a question of minutes.	[iTop-2.1.0-2127 release：2014-12-16](#)
	[Project Open (]Project Open[)](#) PROJECT]open[	is a modular open source project and service management tool with a focus on finance and knowledge management. "]po[ITSM" is a special configuration of]po[designed to address the specific needs of IT departments and IT service providers, according to ITIL V3 best practices.	About]po[Installers Do you want to install]project-open["on premise" ... • Windows Installer: The installer supports Windows Vista, Window... • VMware Virtual Machine: The virtual appliance runs CentOS 6.4 Linux.