

BiitOps DataEngine

Integration for TOPdesk

BiitOps DataEngine - Technical Overview

BiitOps DataEngine is designed to simplify and secure data collection in complex IT environments. The solution utilizes a low-complexity agent that is fully self-maintaining, minimizing the need for manual intervention and support.

Key Features

Self-Maintaining Agent

- ✓ The agent is built to operate autonomously, requiring minimal maintenance post-installation. It handles its own updates and error corrections, ensuring continuous operation without manual intervention.

Secure Data Handling

- ✓ Data is encrypted directly within the agent before being transmitted to BiitOps instances. This encryption ensures that data remains secure and private throughout the transmission process.
- ✓ The connection to BiitOps instances is established over an SSL (Secure Socket Layer) connection, further safeguarding data transport against unauthorized access and man-in-the-middle attacks.
- ✓ At no point is the data decrypted; it remains encrypted within the database, ensuring maximum security.

Client-to-Server Communication

- ✓ The agent exclusively utilizes client-to-server communication, where the agent always initiates the connection to the BiitOps instance. This approach ensures secure and controlled data transfer, reducing the risk of unsolicited access or breaches.

Scheduled Data Collection

- ✓ Data collection runs at fixed intervals. The initial data set is stored in its entirety in the database, and for all subsequent data sets, only the changes from the previous data set are computed and stored. This incremental approach minimizes storage requirements and improves efficiency.
- ✓ Data is retained in the database indefinitely unless the customer specifies otherwise, allowing for historical analysis and trend identification.

Data Lake: The Single Source of Truth

- ✓ BiitOps DataEngine automatically creates and maintains a comprehensive data lake. This data lake acts as "the truth," a single source from which all authorized users can read.
- ✓ The data lake provides the breadth, depth, and historical context of data needed for various applications, ensuring that all users have access to consistent and accurate information.

Data Access and Integrity

- ✓ Data is accessed exclusively through a high-performance REST API. The API provides data in either JSON or tabular CSV format, catering to different integration needs.
- ✓ The REST API supports both up-to-date data streams and change-over-time data streams, enabling comprehensive data analysis.
- ✓ Data is decrypted on-the-fly when accessed through the REST API, ensuring that it remains encrypted at rest and only decrypted during retrieval.
- ✓ All data retrieved from the API is accompanied by dual timestamps for each property. One timestamp indicates when a property was read at a given value, and the other indicates when the property was last read at that same value. This dual timestamping provides detailed temporal context for data changes and consistency.

By implementing these features, BiitOps DataEngine offers a robust, secure, and low-maintenance solution for comprehensive data collection and management across diverse IT landscapes, while the automatically maintained data lake provides a reliable and authoritative source of truth for all data needs.



Technical Advantages of Integration

In modern IT environments, a single point of truth is essential for data accuracy. BiitOps DataEngine provides a centralized data lake that acts as this source of truth, continuously maintained and accessible across multiple platforms. Integrating BiitOps data into TOPdesk's CMDB enables a robust solution that enhances data accuracy and compliance.

✓ Improved Data Accuracy and Consistency

BiitOps DataEngine is designed to collect accurate and up-to-date data from complex IT environments. By integrating these data into TOPdesk's CMDB, customers achieve a more accurate and consistent configuration database, which is critical for effective IT operations and management.

✓ Multifunctional Data Utilization

Using BiitOps data allows customers to benefit from a centralized data lake that can be used across various systems and applications. Besides updating the CMDB, the data can also be utilized for business intelligence, security reporting, and compliance monitoring. This enables a broader utilization of the data, providing more value from the same data collection.

✓ Detailed Insights and Transparency

BiitOps offers deep insights and visualization of IT infrastructure. Integrating these insights with TOPdesk allows customers to get a comprehensive and detailed overview of their systems, helping identify discrepancies, potential errors, and areas for improvement.

✓ Flexible and Customized Data Collection

BiitOps DataEngine is configurable and can be tailored to collect precisely the data needed for the specific organization. This flexibility ensures that the data is always relevant and accurate, enhancing both daily operations and strategic decision-making processes.

✓ Efficient Change Management and Compliance

Integrating BiitOps data into TOPdesk enables better management and documentation of changes in the IT environment. BiitOps tracks all changes, making it easier to trace and validate changes and ensure compliance with internal and external requirements.

✓ Proactive IT Operations

BiitOps' predict and prevent strategy makes it possible to identify and address potential issues before they occur. This proactive approach reduces downtime and improves operational continuity, which is essential for critical IT environments.

Implementation

✓ Low Complexity Data Collection

BiitOps DataEngine is agent-based and uses a Client-Server model, where communication exclusively utilizes an SSL connection.

✓ API-based Integration

BiitOps data can be easily integrated with TOPdesk via APIs, ensuring a simple data transfer and minimal setup effort.

✓ Automated Workflows

Using BiitOps data in TOPdesk enables the creation of automated workflows that leverage accurate data to trigger actions based on real-time insights.

✓ Centralized Data Management

BiitOps centralizes data collection, reducing the complexity of managing multiple data sources and ensuring a single source of truth.

By integrating BiitOps data with TOPdesk's CMDB, customers can achieve a more robust and flexible solution that not only improves data management but also delivers in-depth insights and helps enhance IT compliance and security. This integration ensures that customers benefit from a centralized data lake that serves as the definitive source of truth for their IT operations.



Asset card sample

General

pc: euc03474
euc03474.rcsyd.local

Determine status automatically
This asset is operational.

Assignments | Assign location | Assign person | Unassign

Persons (1)

Fieldset

Pc Name: euc03474
PC Fqdn: euc03474.rcsyd.local
Pc Primary User: [Redacted]
BitiOps Last Data Refresh: 2023-01-09 11:47:28

Operating System

BitiOps Pc Details

Operating System	Operating System Type
Windows 10 Enterprise	Client

Hardware

BitiOps Pc Details

PC Maker and Model	Cpu Cores	Cpu Clock Speed	Memory Size	Memory Slots
Hewlett-Packard (HP ProBook 6560b)	2	2.3GHz	4GB	2

Bios and SerialNumber

BitiOps Pc Details

Bios Serial Number	Bios Version	Mainboard SerialNumber
4C21330M5C	68SCE Ver. F.65	PCBMC97V1D08N

Active Directory

BitiOps Pc Details

Domain Name	Active Directory OU	Active Directory PC State	Active Directory Last Logon
rcsyd.local	ou=59219-udlaan,ou=hilmar fringsgade,ou=soenderborg,ou=univ,ou=euc-syd,ou=computer,dc=rcsyd,dc=local	Enabled	2023-01-09 12:54:15

Volumes

BitiOps Pc Details

Drive Letter	Volume Size	Is BitLocker Protected	BitLocker Recovery Key
C:	117,04 GB	[Redacted]	[Redacted]

Local Admin Password

BitiOps Pc Details

Local Admin Password	Local Admin Password Last Changed
[Redacted]	[Redacted]

Network Cards

BitiOps Pc Details

Network Card Name	Network Card Status	Ip Address	Mac Address	Modification date
ethernet	Disabled	10.130.6.113		27-01-2023 11:33
wi-fi	Enabled	10.130.168.219	ac81:12:a3:8d:4f	27-01-2023 11:33
bluetooth-netvaerksforbindelse	Disabled	169.254.95.233		27-01-2023 11:33

Software

BitiOps Pc Details

Software Asset	Software Version	Modification date
Microsoft Visual C++ 2013 x86 Minimum Runtime - 12.0.40660	12.0.40660	26-01-2023 16:18
Microsoft Application Virtualization Desktop Client	4.6.2.24020	26-01-2023 16:41
Microsoft OneNote MUJ (Danish) 2016	16.0.4266.1001	26-01-2023 16:18
Windows Live UX Platform Language Pack	16.4.3528.0331	26-01-2023 16:18



Asset card properties

Data that BitiOps can import and manage on TOPdesk asset cards includes, but is not limited to:

- ✓ Primary User
- ✓ Operating System
- ✓ Hardware Make and Model
- ✓ CPU Information
- ✓ Memory Information
- ✓ Serial Number
- ✓ Bios Version
- ✓ Disk Information
- ✓ BitLocker Recovery Key
- ✓ Local Admin Password
- ✓ Device Drivers
- ✓ Installed Software
- ✓ Missing Updates
- ✓ Network Cards and Ip addresses