



Running Ansible, Icinga and Request Tracker to have event driven

Toshaan Bharvani
toshaan@vantosh.com

Toshaan Bharvani - VanTosh

- From Antwerp, Belgium
- Small Business : System & Software Engineer Consultant
<http://www.vantosh.com>
- Involved with Enterprise Linux & Unix
- Likes to keep everything SELinux-cure
- Lives in a virtual KVM world
- Likes Automation of Puppets & Ansibulls
- Works on both hardware and software side
- Wants to take over the world
- Involved in several open source projects
- Organize conferences : #cfgmngmtcamp, #yamlcamp, #xmllcamp, #loadays, #devopsdays, ...

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

1 Introduction

2 Icinga

3 Request Tracker

4 Ansible

5 Demo

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

1

Introduction

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

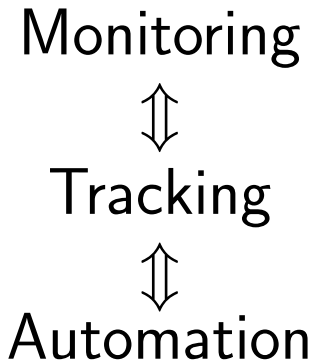
Icinga

Request Tracker

Ansible

Demo

The End



Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

- Request Tracker is ITIL
- Request Tracker has incident manger
- Request Tracker has Templated Actions
- Request Tracker can talk to our Ansible Bastion
- Ansible provides a feedback using callback plugin
- If Ansible fails, we have a ticket to process
- Tickets not resolved get escaleted to a human (ai)
- Incident reporting can be used
- ...

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

2

Icinga

- Icinga monitors endpoints
- Icinga can check hosts and services.
- Event changes
- Downtime to follow up Releases, Maintenance, other scheduled events to be ignored
- The notifications are used to send an API call to Request Tracker

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

3

Request Tracker

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

- Ticket management system
- Email, API, manual
- RTIR : incident response
- ITIL compliant
- change management

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction
Icinga
Request Tracker
Ansible
Demo
The End

4

Ansible

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

- Ansible Setup
- Ansible Inventory
- Ansible Playbook
- Ansible Roles
- Ansible Bastion executes a Role Playbook with the limit

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

**Toshaan
Bharvani**

Introduction
Icinga
Request Tracker
Ansible
Demo
The End

5

Demo



Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

**Toshaan
Bharvani**

Introduction

Icinga

Request Tracker

Ansible

Demo

The End

DEMO

Running
Ansible, Icinga
and Request
Tracker to have
event driven
automated
infrastructure
management

Toshaan
Bharvani

Introduction

Icinga

Request Tracker

Ansible

Demo

The End



Thank You for your attention, any questions



Toshaan Bharvani <toshaan@vantosh.com>



<http://www.vantosh.com/>

Made with Beamer L^AT_EX
a T_EXbased Presentation program