

> Toshaan Bharvani

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Running Ansible, Icinga and Request Tracker to have event driven

Toshaan Bharvani toshaan@vantosh.com



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Toshaan Bharvani - VanTosh

- From Antwerp, Belgium
- Small Busineess: 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
- Invovled in several open source projects
- Organize conferences: #cfgmgmtcamp, #yamlcamp, #xmlcamp, #loadays, #devopsdays, ...



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Events

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Monitoring

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Why

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

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- 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
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Icinga



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



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Request Tracker



Request Tracker

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Ticket management system

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



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



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Thank You for your attention, any questions



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