



Do not release before November 1, 2009.

]project-open[V3.4 With ITIL Support

The new version of the open-source project- and service-management system includes functionality developed specifically for IT departments planning to introduce ITIL or similar best practices to streamline their IT operations.

Barcelona, Spain, October 31, 2009 —]project-open[today announced the release of]po[version 3.4, which includes several new packages for the integrated management of IT operations. These new functionalities make it much simpler to implement ITIL and similar best practices by covering a large percentage of ITIL processes with pre-defined and pre-configured functionality. All new packages are integrated with project and financial management, making it possible to apply Activity Based Costing (ABC) and other controlling methods to IT operations. The open-source nature of]project-open[reduces the cost of an implementation, allowing even medium and small IT departments to reap the benefits of ITIL and similar frameworks.

“]project-open[is the first open-source IT management system to integrate project management, service management, configuration management and financial management in one consistent application” says Frank Bergmann, the founder of]project-open[. “It is still unusual for open-source projects to deal with financial and regulatory issues, but we believe that this is part of the maturing process of OSS.”

Version V3.4 of]project-open[includes the following new functionalities:

- A [helpdesk package](#) supports issue, problem and change management.
- A [configuration database](#) supports configuration and license management.
- A [release management](#) and a [CVS integration](#) package support in-house software development, together with the standard]po[[project and portfolio management](#).

All packages are based on the]po[configuration system, allowing users to add new attributes to objects and configure drop-down boxes. Workflows make it possible to control the life cycles of objects. Integrations are available with Active Directory/LDAP, Nagios, OCS Inventory NG, GanttProject and OpenProj. Integration with SAP and other back-end systems is available on request.



You can find our press kit at http://www.project-open.org/documentation/press_kit. A demo server is available at <http://demo.project-open.net/>. For free download and installation instructions, please visit http://www.project-open.org/documentation/install_main.

Further Information

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About]project-open[

]project-open[is a company founded by German engineers in Spain.]project-open[develops the open-source based]project-open[product, offering support, professional services and extension modules.

The]project-open[product is a project, service and financial management application for organizations in the consulting, IT, engineering, legal, advertising and translation industries.

]po[covers the entire project life cycle from sales (CRM), staffing (HR, skill management), execution (timesheet, controlling, helpdesk, collaboration) to invoicing and payments. The]po[architecture is designed for mission-critical applications with a rock-solid infrastructure and a sophisticated role-based permission system.