



Mattermost®

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Was ist Mattermost?

- **Open-Source Messaging-Plattform** und **Kollaborationstool** für Teams und Organisationen.
- **Alternative zu Slack und Microsoft Teams**, mit Fokus auf **Datenschutz** und **vollständige Kontrolle über eigene Daten** (Self-Hosting oder Private Cloud).
- Unterstützung für **DevOps-, IT- und Sicherheits-Teams**.

[5]

HTWK ▾



Find channel



Threads

CHANNELS



Off-Topic



Test-Channel



Town Square



Add channels

DIRECT MESSAGES



Invite Members

☆ Test-Channel ▾

👤 1



Test-Channel

🌐 Public channel created by test-user on January 27, 2025.

This is the start of Test-Channel. Any team member can join and read this channel. This channel's purpose is: To show in the presentation

📧 Invite others to the workspace

Today



System 8:57 AM

You joined the channel.



test-user 9:19 AM

Hallo zusammen!

Write to Test-Channel



Aa ^



Grundfunktionen

- **Kommunikation**
 - Öffentliche / Private Kanäle, Direktnachrichten, Gruppen - und Einzelchats
 - Kontext durch Threads und Erwähnungen
 - Dateifreigabe und Vorschau
- **Integration und Automatisierung**
 - Integrationen mit DevOps-Tools wie Gitlab oder Jira
 - Webhooks und APIs zur Automatisierung
- **Workflow Orchestration bzw. Koordination**
 - Prozesse können festgelegt und bspw. durch Checklisten koordiniert und bearbeitet werden

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Grundfunktionen

- **AI-Funktionalitäten**
 - Zusammenfassen von Meetings und Chats
 - Chat mit AI innerhalb der Applikation
 - Integration möglich mit verschiedenen (lokalen) LLMs
- **Benutzerverwaltung und Berechtigungen**
 - SSO-Integration
 - Rollen und Berechtigungen
- **Mobil und Desktop-Apps**
 - Plattformübergreifend verfügbar (Windows, Linux, macOS, iOS, Android)
 - Benachrichtigungen bspw. via Push-Notifications

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Lizenzmodelle und Kosten

Verfügbar via Cloud und lokal bzw. Self-Managed

<u>Free</u>	<u>Professional</u>	<u>Enterprise</u>
- Kostenlos - Normales Messaging mit Kanälen - 1 on 1 Audio-Calls mit Screensharing - Integrationsplattform	- 10\$ / Monat / User - Fortgeschrittene Zugriffskontrolle durch SSO - Bessere Team-Kollaboration - Basis AI-Features - Professioneller Support	- Preis variiert - Alle AI-Features - Skalierbar und hohe Verfügbarkeit - Erweiterte Compliance & Verwaltung - Erweiterte Automatisierung Features - Kommunikation über App und Organisation hinweg - Enterprise Support

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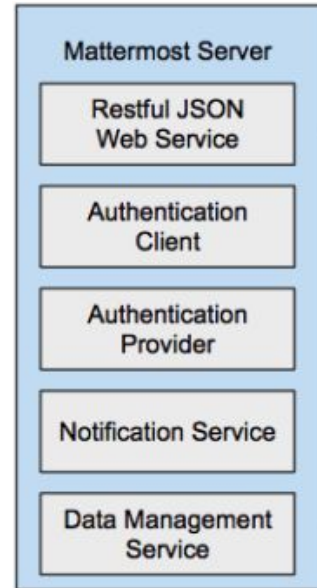
Kunden und Use-Cases

**Entwickelt für Teams mit strengen Sicherheits- und
Datenschutzanforderungen**

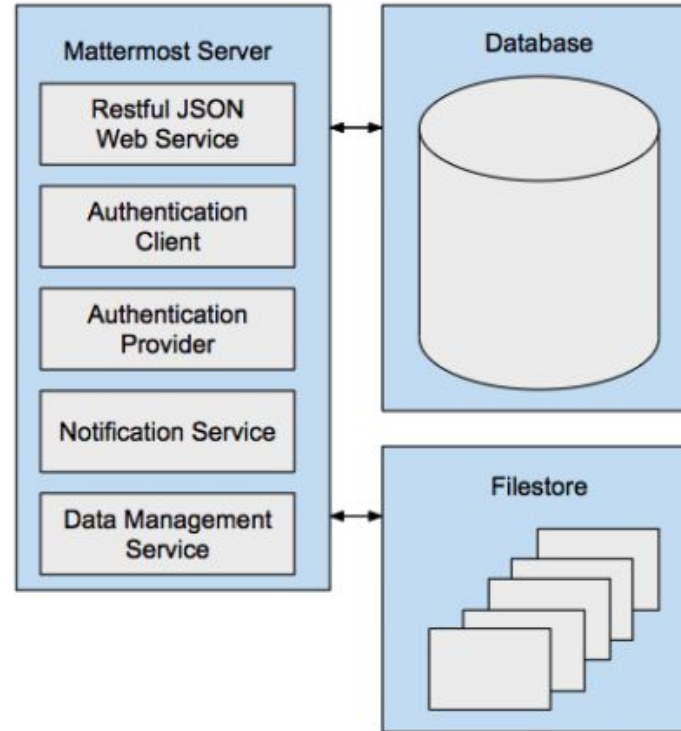


[5, 18, 19]

Architektur

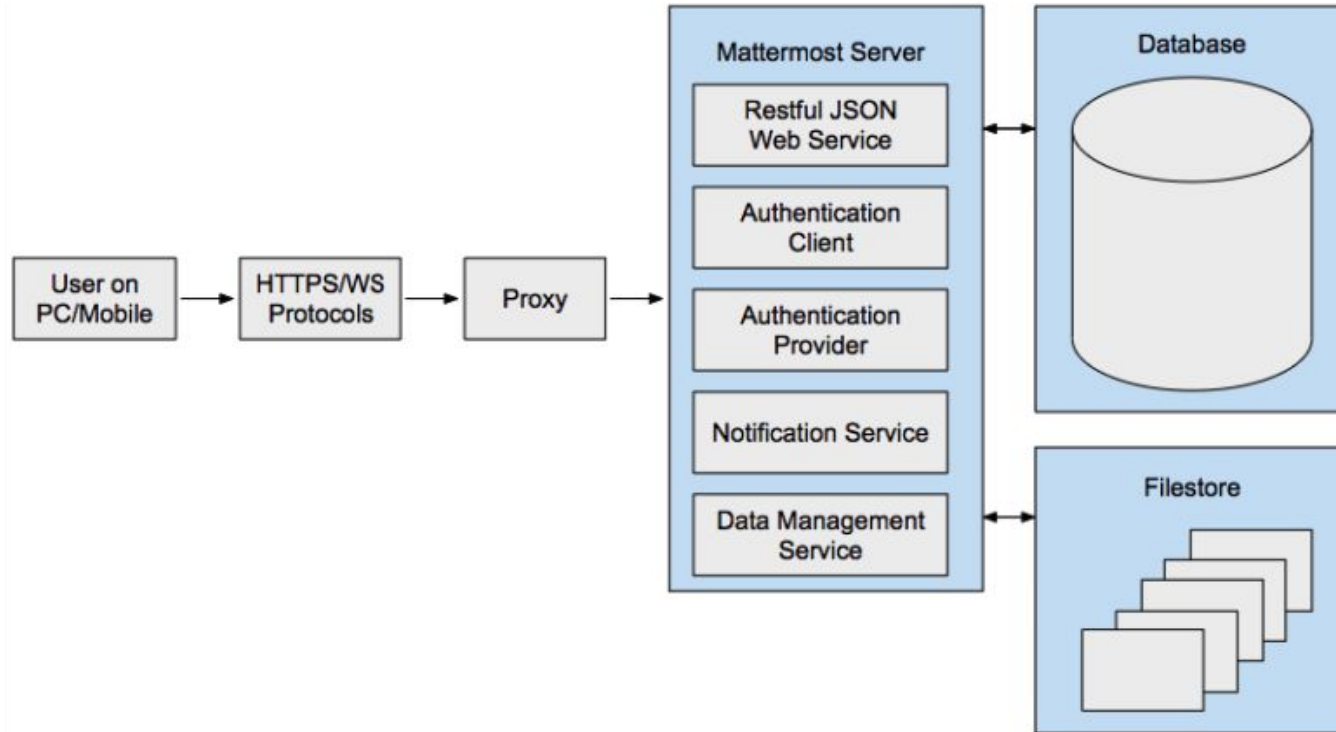


Architektur



[1]

Architektur



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Modul "Betriebliche Informationssysteme" (Prof. Dr. Thomas Riechert, Wintersemester 2024/2025)
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[1]

Entwicklungsgrundsätze

- **Niemals eingesperrt**
- **Schnelle Time-to-Value**
- **Minimalistischer Ansatz**
- **Entscheidungen statt Optionen**
- **Entwickelt für Teams hinter Firewalls**

Sicherheit & Datenschutz

- **GDPR bzw. DSGVO konform**
- **Interne und externe Sicherheitsüberprüfungen**
- **Einhaltung ISO 27001 Standards**
- **Bug Bounty Programm bei HackerOne**

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Playbooks

- **Schritt-für-Schritt Anleitung für Prozesse**
 - Checklisten
 - Trigger
 - Commands
 - Kooperation
 - Statistiken

Playbooks

The screenshot displays the Mattermost Playbooks interface. On the left, a sidebar shows the 'Team1' navigation menu with sections for 'RUNS' (including 'Ashish's task actions test 2' and 'Release: vX.XX') and 'PLAYBOOKS' (including '@neil.barnett's Product ...' and 'Release playbook'). The main content area is titled 'Release playbook' and features a 'Summary' section with variables: `$pre_release_repo=pbgl1/pbgl-pre-release`, `$release_repo=pbgl1/pbgl-release`, and `$post_release_repo=pbgl1/pbgl-post-release`. Below this is the 'Status Updates' section, which includes a frequency dropdown set to '1 hour', a channel dropdown set to '1 channel', and a webhook dropdown set to 'no outgoing webhooks'. A status update template is shown as `<stage> <version> is <completed|failed>`. The 'Checklists' section is expanded, showing 'Pre-release 5 tasks' with a list of actions: 'Assign release manager' (command: `/playbook owner @neil.barnett`), 'Init pre-release repo' (command: `/gitlab subscriptions add $pre_release_repo jobs`), 'Run pre-release' (command: `/gitlab pipelines run $pre_release_repo main`), 'Status update' (command: `/playbook update`), and 'Remove pre-release repo' (command: `/gitlab subscriptions delete $pre_release_repo`). Each action is accompanied by a '1 action' indicator. A 'Run' button is visible in the top right corner of the main content area.

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Playbooks

The screenshot displays the Mattermost web interface. On the left is a dark sidebar with navigation options like 'Team1', 'Channels', and 'Direct Messages'. The main area shows a channel named 'Release: v7.8.0'. The channel header includes a dropdown for the release version and a star icon. Below the header, there are buttons for 'Add members to this channel', 'Create a board', and 'Set a Header'. The channel content shows a system message about channel creation and two bot messages from 'playbooks' and 'gitlab' regarding channel membership and subscription. Below these is a 'Pipeline info' section showing the status of a pipeline job stage 'create-or-update-release-branch'. The 'Run details' sidebar on the right provides more information about the current run, including the release version, a description of the playbook, variables for repository paths, owner and participant information, an 'Update due in 56 minutes' timer with a 'Post update' button, and a checklist of tasks. The checklist includes 'Assign release manager', 'Init pre-release repo', 'Run pre-release' (which is checked and has a 'Rerun' button), 'Status update', and 'Remove pre-release repo'.

Team1 +

Find channel

Threads 1

CHANNELS

- Ashish's task actions test 2
- GitLab Build Updates
- Off-Topic
- Release Status Upd...
- Release: v7.7.1
- Release: v7.8.0
- Release: vX.XX
- Town Square

DIRECT MESSAGES +

- gitlab
- playbooks
- feedbackbot
- Invite Members

Release: v7.8.0 ☆

This channel was created as part of the Release playbook playbook. Visit the overview page for more information.

Add members to this channel Create a board Set a Header

Today

System 2:11 PM
@spirosoik and @playbooks joined the channel.
You were added to the channel by @playbooks.

playbooks #BOT 2:14 PM (Only visible to you)
User @neil.barnett is already owner of this playbook run.

gitlab #BOT 2:14 PM (Only visible to you)
Successfully subscribed to pbgl1/pbgl-pre-release.

gitlab #BOT 2:15 PM (Only visible to you)

Pipeline info

Status: created
SHA: 6f81fbd35a5a3961a730eb3dd22db09d0cd03fc
Ref: main
Triggered By: Neil Barnett
Visit pipeline [here](#)

gitlab #BOT 2:15 PM

Pipeline Job Stage: create-or-update-release-branch

Status: pending
Repository: pbgl1/pbgl-pre-release
Triggered By: Neil Barnett
Visit job [here](#)

Pipeline Job Stage: create-or-update-release-branch

Status: running
Repository: pbgl1/pbgl-pre-release
Triggered By: Neil Barnett
Visit job [here](#)

Write to Release: v7.8.0

Run details Following

Release: v7.8.0

This is the playbook for Mattermost self-managed releases. Override the following variables for your needs:

```
$pre_release_repo=pbgl1/pbgl-pre-release  
$release_repo=pbgl1/pbgl-release  
$post_release_repo=pbgl1/pbgl-post-release
```

Owner: @neil.barnett Participants: @neil.barnett

Update due in 56 minutes Post update

Checklists

Pre-release 3 / 5 done

- ☒ Assign release manager
Rerun /playbook owner @neil.barnett
- ☒ Init pre-release repo
Rerun /gitlab subscriptions add \$pre_release_repo jobs 1 action
- ☒ Run pre-release
Rerun /gitlab pipelines run \$pre_release_repo main 1 action
- ☐ Status update
Run /playbook update
- ☐ Remove pre-release repo
Run /gitlab subscriptions delete \$pre_release_repo 1 action

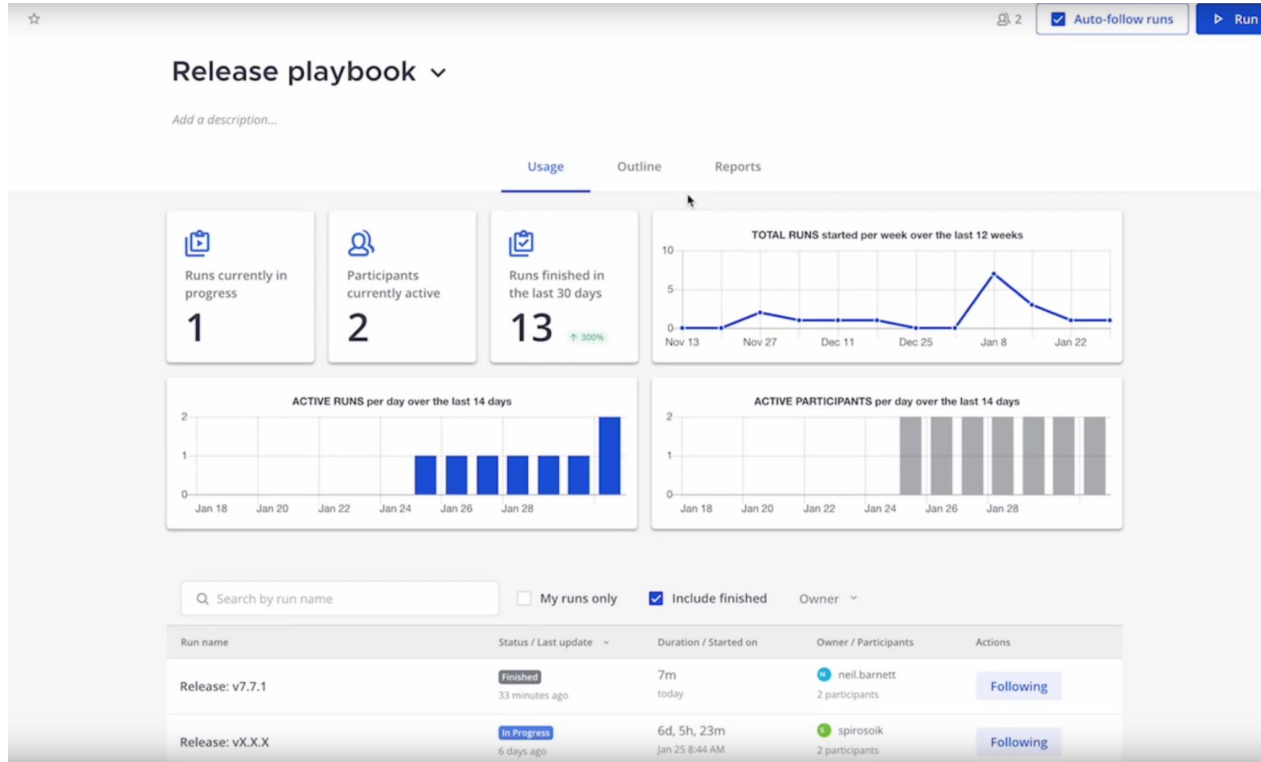
+ Add a task

[7]

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HITWK

Playbooks



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Playbooks

- **Warum Playbooks nutzen?**
 - Reproduzierbarkeit
 - Effektivität
 - Transparenz
 - Verbesserte Zusammenarbeit
 - Dokumentation

Integrationen

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HITWK

Integrationen

- **Offizielle Integrationen**



Integrationen

- **Offizielle Integrationen**



- **Integrationen durch Dritte**



[8]-[13]

Integrationen

- **Offizielle Integrationen**



- **Integrationen durch Dritte**



- **Eigenentwicklungen**

[8]-[13]

Integrationen

- **Offizielle Integrationen**



- **Integrationen durch Dritte**



- **Eigenentwicklungen**

- **Webhooks**

Konkurrenzvergleich

	Mattermost	Slack	Microsoft Teams
Hosting	- Cloud basiert - Eigenbetrieb	- Cloud basiert	- Cloud basiert
Erweiterungen	- Offizielle Integrationen - Eigenentwicklungen	- Offizielle Integrationen	- Offizielle Integrationen - Gute kompatibilität mit Office365
Sicherheit & Privatsphäre	- Verschlüsselung von Daten - 2FA - Open Source - Hoheit über Daten (self-hosted)	- Verschlüsselung von Daten - 2FA - Closed Source	- Verschlüsselung von Daten - 2FA - Closed Source

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Zusammenfassung

- **Funktionen**
 - Kommunikation
 - Kollaboration und Ablaufplanung
- **Technik**
 - Backend
 - Go
 - PostgreSQL
 - Clients
 - Web (& Desktop)
 - React (+ Electron)
 - Mobile
 - React Native
- **Sicherheit & Datenschutz**
 - Open Source (Clients & Server)
 - Self-hosted & Private Cloud Möglichkeit
- **Erweiterung durch Integrationen**
 - Offizielle
 - Community
- **Prozessstandardisierung durch Playbooks**

Quellen

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