SMARTTILE · DEVICEAUTOMATE™ · CLOUDAUTOMATE · DIGITALOCEAN

DigitalOcean droplets, on the same pane as the network

One read-only personal access token turns every droplet into an ordinary SmartTile device — droplet status, CPU, memory, disk and public bandwidth from the Monitoring API, uptime history, billing and firewall posture — alerting and ticketing in the IT Service Management (ITSM) system your team already uses.

SMARTTILE INTEGRATES WITH

DigitalOcean — Droplets, through the DigitalOcean API v2 (droplets, monitoring metrics, regions, billing, Cloud Firewalls) with one custom-scoped, read-only personal access token per team.

HOW SMARTTILE AUTOMATES IT

Imports each droplet one-to-one as a device under a "DigitalOcean <region>" location, reads droplet status every 60 s so an off or deleted droplet goes DOWN and tickets like any device, stores Monitoring API metrics every 5 min, and syncs billing and firewall findings hourly.

CATEGORY

Device
DeviceAutomate™

Droplets are easy to spin up and easy to forget: they rarely sit behind the customer's firewall, and their health lives in the DigitalOcean control panel. SmartTile CloudAutomate reads the team with a **token that has only read scopes**, makes each droplet a device, and lets the status DigitalOcean reports on this poll decide UP or DOWN — a droplet that is powered off, or that disappears from the list, is not left green.

What the DigitalOcean connection turns on

Droplets as devices

Every droplet (or those in the regions you list) imported one-to-one under a "DigitalOcean nyc3"-style location, with size slug, vCPU, memory, disk, image, tags and public/private IPv4.

Up/down from DigitalOcean

Droplet status every 60 s: *active* is UP; off, archived, or missing from the list is DOWN after two polls. Every change lands in state history and the Uptime chart.

Monitoring API metrics

CPU busy %, memory used, filesystem used, public inbound/outbound bandwidth, every 5 min — feeding Device Health thresholds and the Bandwidth chart. Memory and disk need the DigitalOcean metrics agent.

Billing

Month-to-date usage and account balance, the last 12 invoices by month, and the current invoice preview as the month's forecast — on the Spend tab, cached hourly.

Firewall and resilience posture

Droplets with no Cloud Firewall, firewall rules opening 22/3389/3306/5432/6379/27017 or *all* to the internet, droplets with backups off or no metrics agent.

Honest when blind

If the token is revoked or expires, its droplets turn UNKNOWN after ~6 minutes and the NOC gets one e-mail. A droplet's age is never shown as its uptime.

How it goes live — about three minutes

1. In SmartTile: **DeviceAutomate** → **CloudAutomate** → **DigitalOcean**. Tick scopes (Monitoring always; Inventory, Spend, Security). SmartTile lists the token scopes to grant.
2. DigitalOcean control panel → **API** → **Tokens** → **Generate New Token**, name `SmartTile CloudAutomate`, expiry 1 year, **Custom Scopes** — tick only the scopes listed.
3. Copy the token (starts `dop_v1_`) — it is shown once.
4. Paste it, optionally regions (`nyc3, sfo3`) or a name/tag filter, then **Save & Test**. Pick droplets from the import table and import.

SCOPE	TOKEN SCOPES
Monitoring	`account:read`, `droplet:read`, `monitoring:read`, `regions:read`
Inventory	`vpc:read`, `image:read`, `snapshot:read`
Spend	`billing:read`
Security	`firewall:read`

Every scope is **read**. Save & Test reads the account, a droplet, a CPU metric, regions, the balance and the firewalls, and records which scopes actually work — a missing one shows as a locked tab.

Exactly what SmartTile calls on DigitalOcean

GET	`/v2/account` — Save & Test: proves the token, names the team	GET	`/v2/droplets` — Discovery (daily) and every status poll, paged 200 at a time
GET	`/v2/regions` — Regions available to the team	GET	`/v2/monitoring/metrics/droplet/cpu` — CPU seconds per mode → busy %
GET	`/v2/monitoring/metrics/droplet/memory_*` — memory_total + memory_available → used %	GET	`/v2/monitoring/metrics/droplet/filesystem_*` — filesystem_size + filesystem_free → used %
GET	`/v2/monitoring/metrics/droplet/bandwidth` — Public interface, inbound and outbound	GET	`/v2/customers/my/balance` — Month-to-date usage and account balance
GET	`/v2/customers/my/invoices` — Last 12 invoices + current invoice preview	GET	`/v2/firewalls` — Which droplets each Cloud Firewall covers + inbound rules

Droplet api-01 (nyc3) — powered off

DEVICE DOWN

Device: api-01 · s-2vcpu-4gb · Location "DigitalOcean nyc3"

Seen by SmartTile: droplet status *off* on two polls in a row → DOWN

Then: the company's normal ticket path — Rev.io or the connected ITSM system — and **Open in DigitalOcean** on the device card goes straight to the droplet

- Status off — DOWN confirmed poll 2
- Outage ticket opened in the ITSM system per company rules
- Status active — UP, ticket follows its auto-close rule next poll

Security and control

Read scopes only

SmartTile asks only for `:read` scopes and never calls a write endpoint on DigitalOcean. The token format (`dop_v1_…`) is checked before saving.

Token encrypted, never shown

The token is encrypted at rest when saved and never returned by the API — only whether one is stored.

Walled per company

Each company connects its own team; every CloudAutomate call is fenced to the caller's organization, and adding or testing a token needs an admin.

You choose what enters

Region, name and tag filters apply before discovery; the import table shows exactly what will be created or updated.

Every switch visible

Engine, status sync, health metrics, spend and security each have their own Engine Safety switch, plus a global kill switch.

Audited

Token created, tested, updated or deleted and every import are written to the activity log; every sync to the Connections tab log.

Common questions

QUESTION	ANSWER
Can SmartTile open a DigitalOcean support ticket?	No. DigitalOcean publishes no support-ticket API, so SmartTile does not pretend to — the ticket goes to your ITSM system and the engineer opens DigitalOcean support by hand.
Why is memory blank?	DigitalOcean only reports memory and disk from its metrics agent (Droplet → Monitoring → install). CPU, bandwidth and status work without it — and a missing agent is itself listed as a finding.
Managed databases, Kubernetes, App Platform?	Not today — droplets only.

The droplet you would have found in the control panel is already on the pane — with the ticket on its way.