



Insight Asset management for JIRA



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Founded 2005

Stockholm



Offices

Stockholm

Göteborg

Malmö



Atlassian & Agile

35+ Experts

The Insight Platform



INSIGHT
Discovery

2.x



INSIGHT
Atlassian
Environments



Insight

5.x



INSIGHT
Tempo
Integration



INSIGHT
Confluence

Planned implementations



Roadmap late spring 2018

Insight for JSD in
Atlassian Cloud

Insight for Cloud

Unix/Linux version and
mobility.

Insight Discovery

Graph, Permissions, Module Based
Attributes & Reports, IQL, Insight UPM, etc

Insight Core

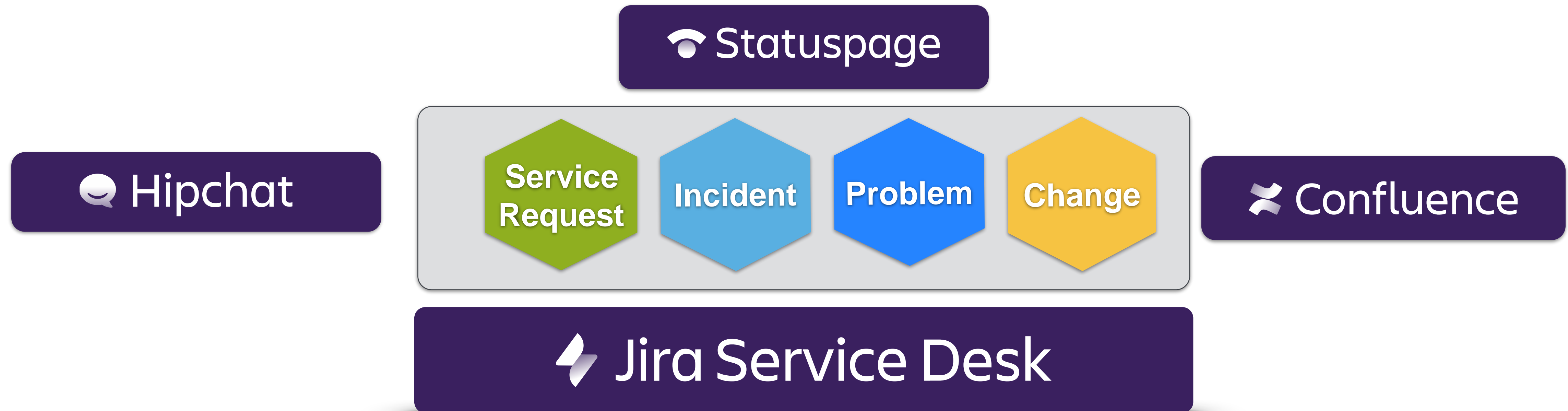
Insight Integrations

Integrations to Snow, BMC,
Service Now & AWS

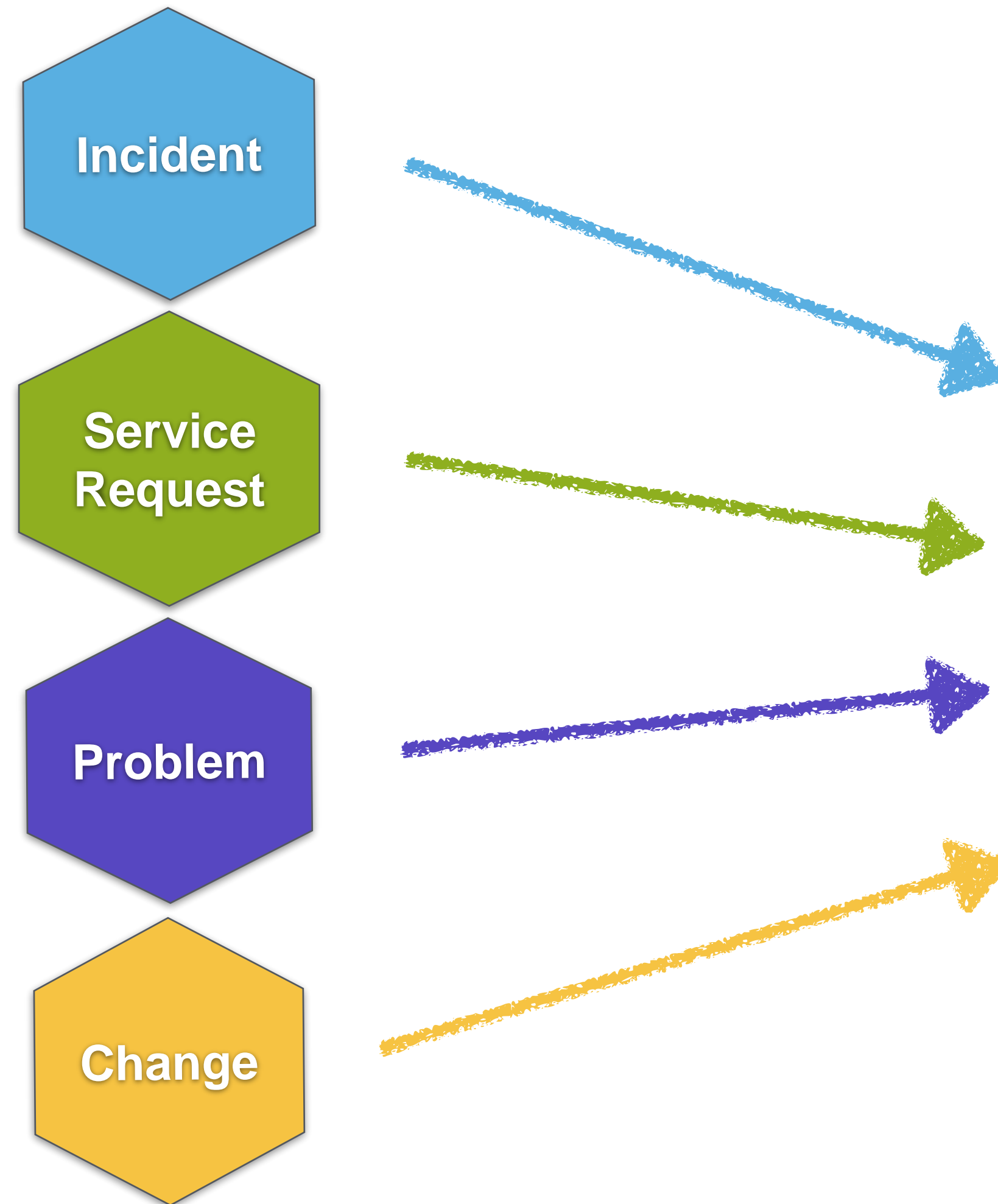
Insight for Atlassian Environment

Support for Confluence &
Bamboo

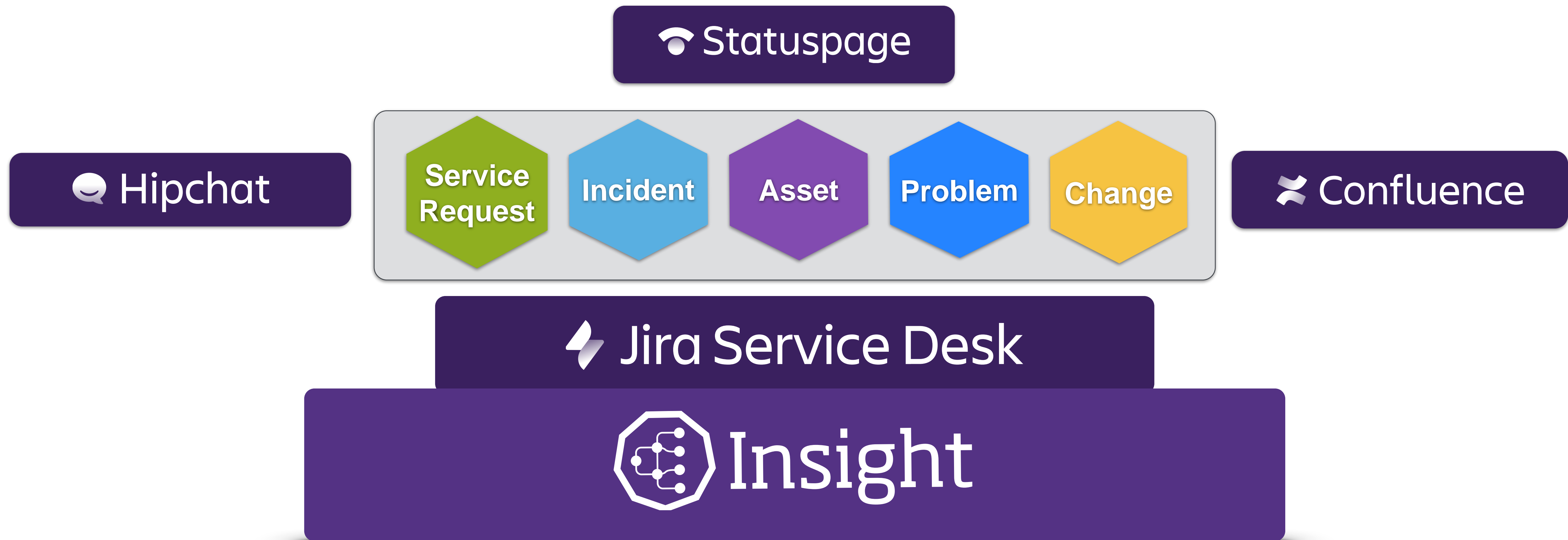
THE ATLASSIAN APPROACH TO ITSM



THE IMPORTANT CONNECTION TO ASSETS



EXTENDING THE ATLASSIAN APPROACH TO ITSM

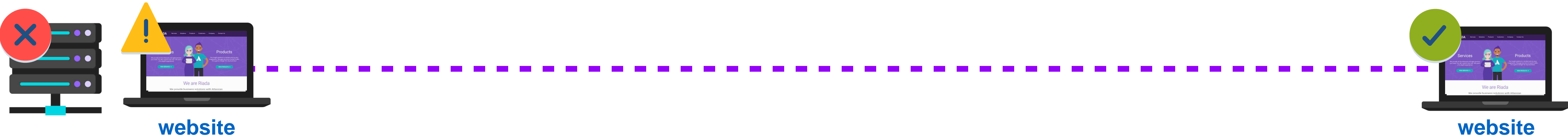


7 ITIL PROCESSES

| | |
|----------------------------------|---|
| Asset Management | Knowledge Management |
| Availability Management | Problem Management |
| Capacity Management | Release & Deployment Management |
| Change Management | Request Fulfilment |
| Event Management | Service Asset & Configuration Management |
| Financial Management | Service Catalog Management |
| Incident Management | Service Level Management |
| IT Service Continuity Management | Service Portfolio Management |

 Jira Service Desk +  Insight

CONSIDERING INCIDENT MTTR



Mean Time to Resolution (MTTR)

Identify & Communicate

Investigate & Diagnosis

Resolve & Recover

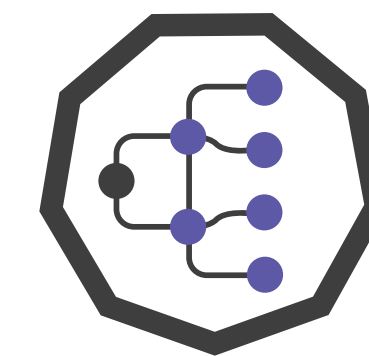
Closure

Mean Time to Diagnose (MTTD)
70% of time

THE INSIGHT PLATFORM

**Insight completes the
Atlassian ITSM
approach with Asset
Management**

 Atlassian Verified



Insight



INSIGHT

Discovery



INSIGHT

Confluence

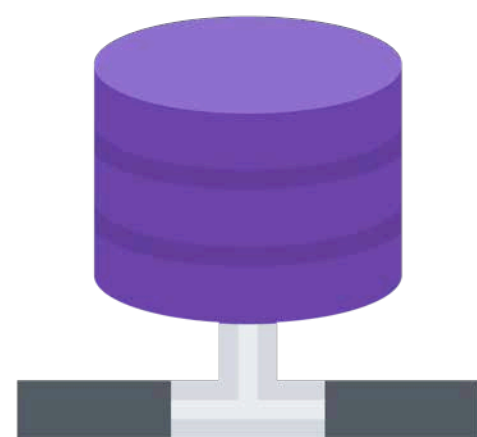
 **ATLASSIAN** Marketplace

DEMO

Extending Incident Management

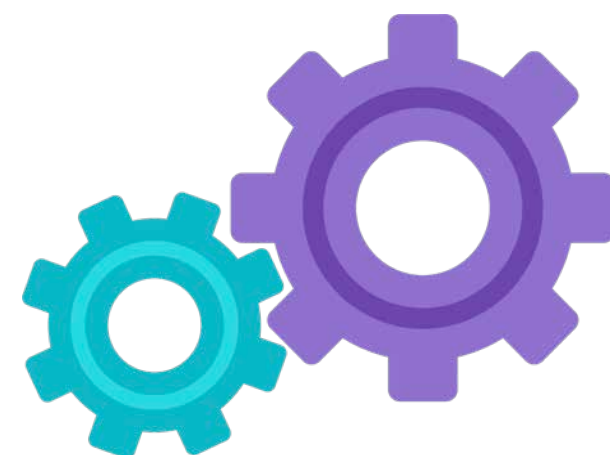
 Jira Service Desk +  Insight

Asset Management with Insight



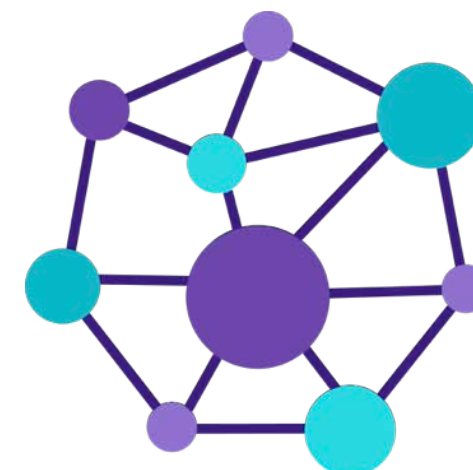
CMDB in Jira

Single source of truth



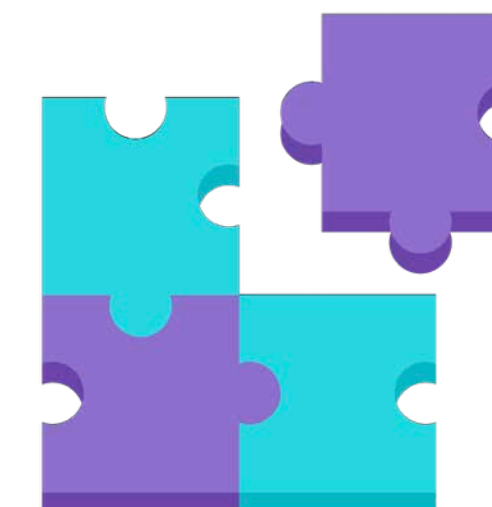
Automation

Powerful automation
at scale



Dependencies

Visualisation with
graphs, reports and
gadgets



Open API's

REST and JAVA
API's with unlimited
possibilities



Insight

A single source of truth
for all assets

Define asset types in Insight to represent all things
important for you to control and manage

And yes, Insight is not only IT assets. Why not add
all the business services as well - connected with
underlying assets

RIADA

Dashboards

Projects

Issues

Tempo

Boards

Insight

Cre

Webinar Schema

Key WS Description No description

Search object types

Discovery Assets (1)

Configuration

Discovery (4)

Collector (1)

Network Assets

Host (20)

Computers

Servers

Device (2)

Asset Details

Scanning Information (23)

Network Interface (23)

Operating System (5)

CPU (83)

File System (229)

License (3)

Application (863)

Business Services (11)

Category (8)

Business Importance (4)

Software

Host

Id: 2223 Icon Description No description

Enter IQL (implicitly adds the current object type id)

confluence-prod-app5

exchange.prod.main1

Jira-prod-app1

jira-prod-app12

jira-prod-app13

jira-prod-app14

jira-prod-app15

jira-prod-app16

jira-prod-app17

Webinar Schema / .. / Host / V

confluence-pro

Edit Comme

Details

Name

Status

Hostname

Operating System

CPUs

Network Interfaces

FQDN

System Up Time

RAM

Virtual

Scanning Information

Asset User

Inbound References




The most powerful custom field

Decide how the custom field should be displayed in JIRA and JIRA Service Desk

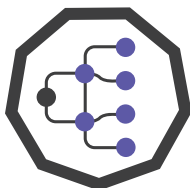
The field configuration determine the behaviour of the Insight custom field. Use IQL to hit the sweet spot

Configure Insight Custom Field

GeneralService DeskJIRA ViewJIRA Edit

| | | |
|-------------------------------------|---|---|
| Custom Field Name | Affected Business Service | |
| Object Schema | Webinar Schema | |
| Object Type root |  Business Services | <input type="checkbox"/> Include children |
| Restrict to User related objects | <input type="checkbox"/> | Affected User: Current User |
| Restrict to Project related objects | <input type="checkbox"/> | |
| Automatically assign object | Not configured | |
| Attribute filter (IQL) | Not configured | |
| Order by | Updated | <input checked="" type="checkbox"/> Ascending |

Return to JIRA Custom Field



Insight

Insight Custom fields in Action



RIADA Service Portal / ITSM Project

Report an Incident

Raise this request on behalf of

 Fredrik Karbing [Riada]

Summarize the problem


My mail is not working!








How urgent is this? *(optional)*

Major

Affected Business Service *(optional)*

Search for an object

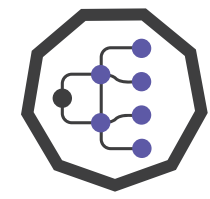


-  Invoice Service
-  Marketing Service
-  Instant Messaging
-  Partner portal
-  GoToMarket
-  SAP
-  Email Service

Attachment *(optional)*

The Insight Custom Field in Customer portal

Customer find and selects the problematic asset




Insight


Unbeaten agent efficiency

Immediate information about the affected asset

Rich view of asset attributes and dependencies to other assets. Even more details in the CMDB is only a click away



[Dashboards](#)
[Projects](#)
[Issues](#)
[Tempo](#)
[Boards](#)
[Insight](#)
[Create](#)



ITSM Project / ITSM-128
problem with mail

Edit

Comment

Assign

More

Pending

Cancel

Resolve

Admin

Details

Type:

Incident

Priority:

Major

Affects Version/s:

None

Component/s:

None

Labels:

None

Affected Business Service:

Email Service

Status

RUNNING

Importance

1 - Critical

Service Owner

Andreas

Status:

IN PROGRESS

Resolution:

Unresolved

Fix Version/s:

None

Description

Click to add description

Attachments

Related knowledge base

[Email troubleshooting](#)
[Problem with time reporting](#)
[Printer troubleshooting](#)

Key

WS-14916

Name

Email Service

Created

08/May/16 12:59 PM

Updated

27/Feb/17 11:23 AM

Status

RUNNING

Importance

1 - Critical

Service Category

External facing system

Infrastructure (technical)

Referenced Host/s

exchange.prod.main1

Service Owner

Andreas

Service Group Email

mailmaster@riada.se

Service Group Phone

+46 434 121 6572

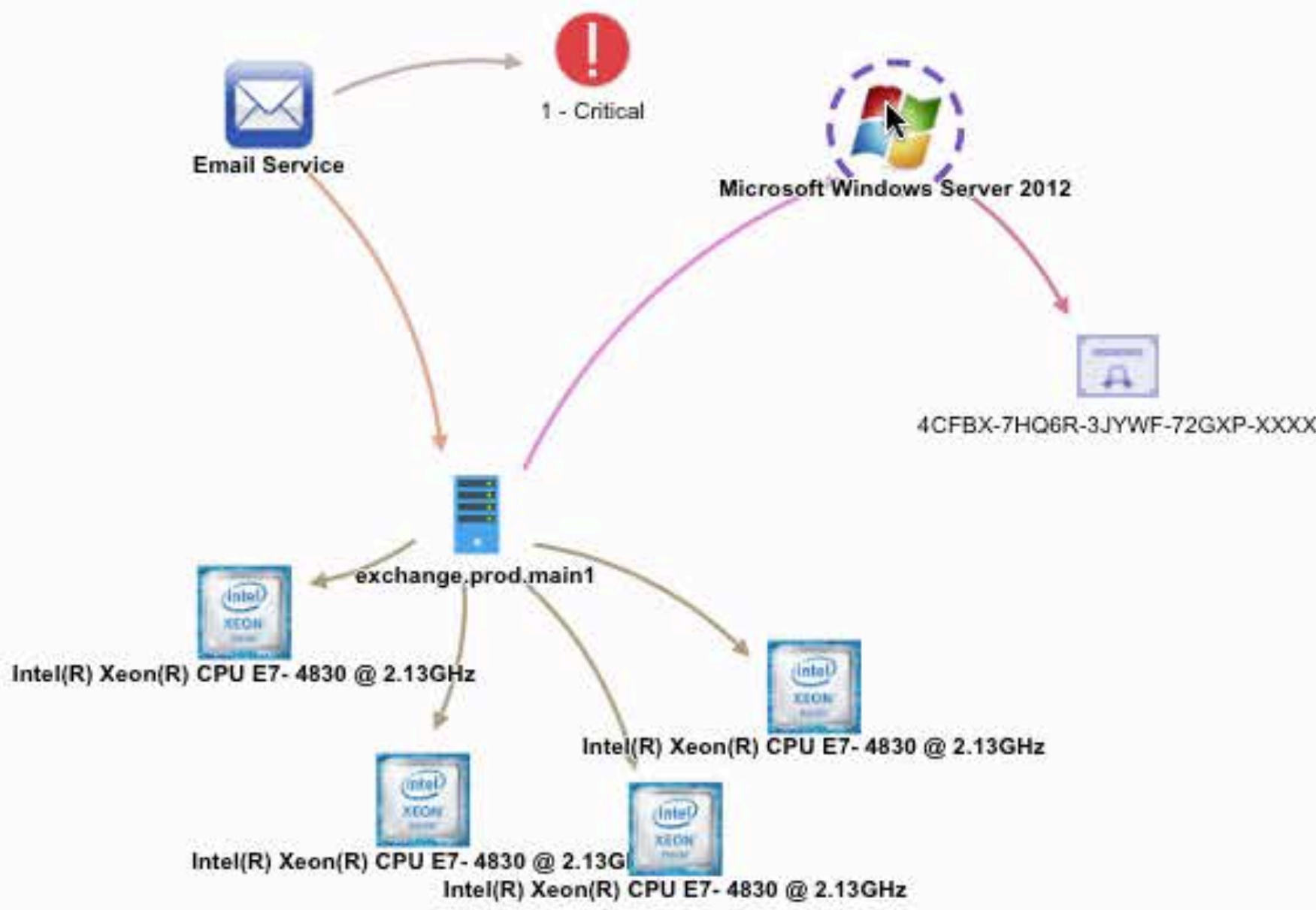
Service Description

Used by every employee and hundreds of systems



Understand dependencies and perform impact analysis

View Object Graph



The graph illustrates the dependencies of the central object 'exchange.prod.main1' (represented by a server icon). It shows the following connections:

- Email Service** (envelope icon) connects to **exchange.prod.main1** via a red arrow.
- Microsoft Windows Server 2012** (Windows logo icon) connects to **exchange.prod.main1** via a purple arrow.
- exchange.prod.main1** connects to four **Intel(R) Xeon(R) CPU E7- 4830 @ 2.13GHz** (CPU icons) via green arrows.
- A red circle with an exclamation mark and the text '1 - Critical' is connected to the 'Email Service' node.
- A dashed blue circle highlights the 'Microsoft Windows Server 2012' node, which is also connected to a license key '4CFBX-7HQ6R-3JYWF-72GXP-XXXX' (key icon).

Microsoft Windows Server 2012

Details

Key:

WS-15823

Name:

Microsoft Windows Server 2012

Created:

20/Oct/16 12:32 PM

Updated:

20/Oct/16 12:32 PM

Manufacturer:

Microsoft

OS Architecture:

windows server

Version:

2012

License:

4CFBX-7HQ6R-3JYWF-72GXP-XXXX

Attachments

There are no attachments

Connected JIRA issues

No related issues found for specified filter!

Go to object

Close

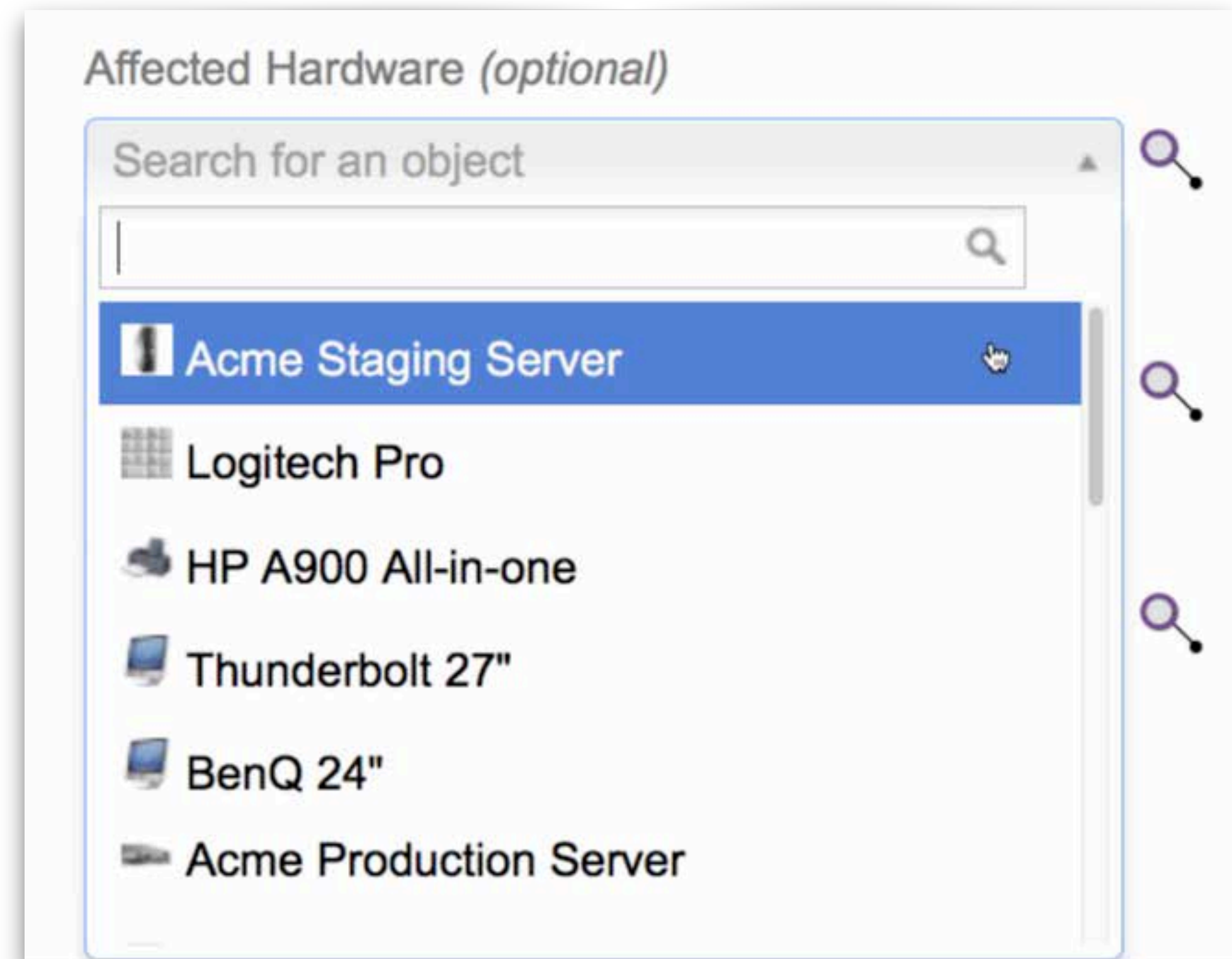


Let the customer share the details with unlimited cascading

The parent selection present the customer with referenced assets

The first referenced asset selection will present the customer with next level references

This is how Insight is used to provide unlimited cascading files by following references in the CMDB





Let the customer share the details with unlimited cascading

The parent selection present the customer with referenced assets

The first referenced asset selection will present the customer with next level references

This is how Insight is used to provide unlimited cascading files by following references in the CMDB

Affected Hardware *(optional)*

Acme Staging Server

Affected Application *(optional)*

Search for an object

- JIRA Service Desk
- Crucible
- Confluence
- Bamboo



Let the customer share the details with unlimited cascading

The parent selection present the customer with referenced assets

The first referenced asset selection will present the customer with next level references

This is how Insight is used to provide unlimited cascading files by following references in the CMDB

Affected Hardware *(optional)*

Acme Staging Server

Affected Application *(optional)*

Confluence

Affected Add-on *(optional)*

Search for an object

Gliffy Confluence Plugin

Confluence Questions

Import configurations









Create Import configuration

Select Import Type

General fields

Module fields

Scheduling

| | |
|---|---|
|  <p>BitBucket Environment Import Import BitBucket Environment into Insight</p> <p>ENABLED</p> |  <p>CSV Import Import a CSV file into Insight</p> <p>ENABLED</p> |
|  <p>Database Import Import data from a database</p> <p>ENABLED</p> |  <p>Insight Discovery Import Discovery import module used to import from Discovery application</p> <p>ENABLED</p> |
|  <p>JIRA Environment Import Import JIRA Environment into Insight</p> <p>ENABLED</p> |  <p>JIRA User Import Import JIRA Users into Insight</p> <p>ENABLED</p> |
|  <p>JSON Import Import a JSON file into Insight</p> <p>ENABLED</p> |  <p>LDAP Import Import structured data from a LDAP Server into Insight</p> <p>ENABLED</p> |

Want to know more about import types? Look into our [documentation site](#) to find out more!

Next

Close

Insight Automation - real heavy lifting

GeneralReferencesStatusesIconsRolesImportProcess resultsAutomationLabel TemplatesFiles

Name*

Renewal of contracts

Description

This rule reminds us on contracts that expire within 60 days.

Triggered rule will run as

Atlassian Riada

WHEN

Scheduled event

objectType = Contract

0 0 12 ? * WED

IF

Condition

"Expire Date" < now(60d) and

"Expire Date" >= now() and

"Contract status" = ACTIVE

ADD ELSE / THEN

+

THEN

Email notification

Edit THEN

Email notification

Edit

✕

Action*

Email notification

JIRA Recipients*

Naval Fayazi [Riada] ✕

Tommy Nordahl [Riada] ✕



Display Insight data in Confluence

Display an asset with a single line

Use the table view if you want to display many assets. It's up to you to decide the attributes to show

Spaces People Create ...

Pages / Insight Documentation

Insight for Confluence Marco Demo Page

Edit Save for later Watching

Single Object

Email Service (WS-14916) | Importance: 1 - Critical | Service Owner: Woody | Service Group Email: mailmaster@riada.se

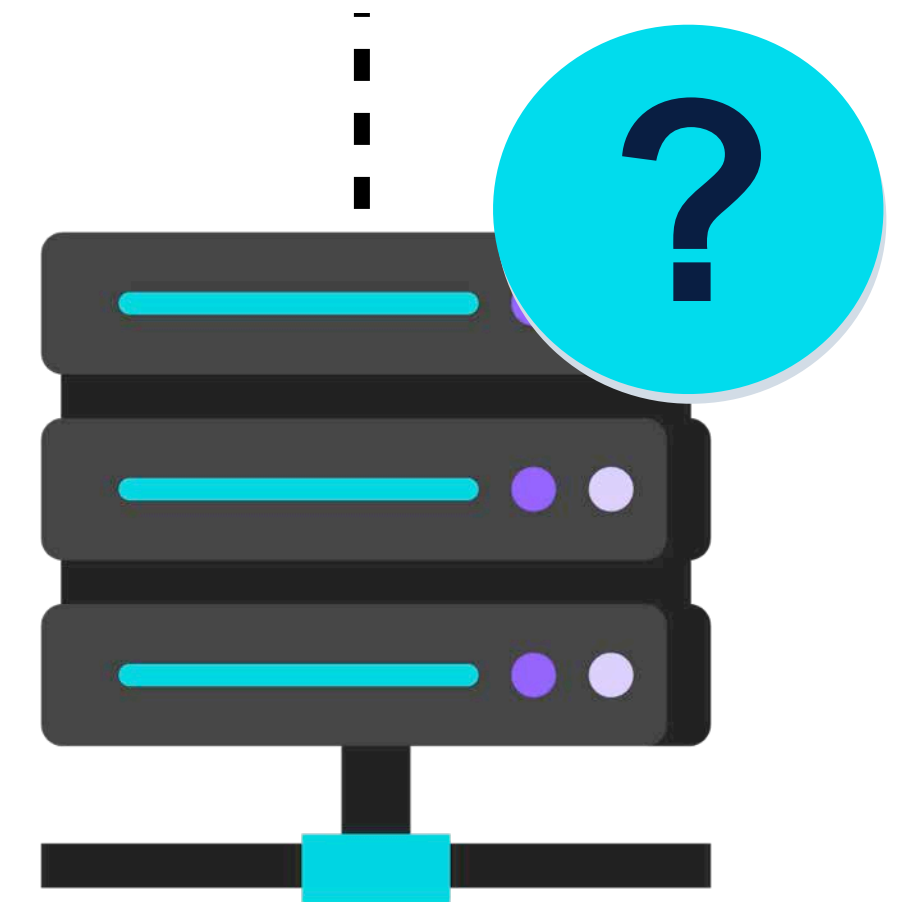
Multiple Objects in List View

| Key | Importance | Name | Service Owner | Service Group Email |
|----------|--------------|-------------------------|-------------------------------|---------------------|
| WS-14916 | 1 - Critical | Email Service | Woody | mailmaster@riada.se |
| WS-14925 | 4 - Low | Finance Arrow | Woody | woody@riada.se |
| WS-14920 | 2 - High | GoToMarket | Amir Ghaemian [Riada] | market@riada.se |
| WS-14924 | 3 - Medium | Instant Messaging | Andrew | mess@riada.se |
| WS-14921 | 4 - Low | Online meeting platform | Mathias Edblom [Riada] | gtm@riada.se |
| WS-14917 | 3 - Medium | Partner portal | Christian Fredriksson [Riada] | partners@riada.se |
| WS-14926 | 2 - High | Salesforce | Christian Fredriksson [Riada] | salesforce@riada.se |
| WS-14927 | 1 - Critical | SAP | Fredrik Karbing [Riada] | sap@riada.se |
| WS-14919 | 4 - Low | Time reporting | Amir Ghaemian [Riada] | time@riada.se |
| WS-14918 | 1 - Critical | Webshop | Fredrik Karbing [Riada] | webshop@riada.se |
| WS-14915 | 1 - Critical | Website | Axcode | webmaster@riada.se |

Showing 11 out of 11 objects

DATA CENTER - THE SOLUTIONS

- Short term resource demanding processes
 - Specify a specific node that handles the work
- Atlassian cache replication model
 - Changed from Delete & Create -> Update
- Data center node start-up
 - Copy the Insight Assets Index file to new node
- Data center node shut-down
 - Ensure complete write of Insight Assets Index file to disk



DATA CENTER - SYSTEM CONFIGURATION

ATLASSIAN MARKETPLACE

[Find new add-ons](#)

[Manage add-ons](#)

INSIGHT

Configuration

[Indexing](#)

[Script Console](#)



General Insight Configuration

This is where you set general configuration for the Insight plugin.

General Configuration

| | | |
|--|------------------------|--|
| Attribute default label: | Name | |
| Attribute default description: | The name of the object | |
| Insight Audit Log enabled | No | |
| Include attribute values in audit log | No | |
| Restore Insight index from file | Yes | |
| Restrict Insight cache (disable/enable of I... | No | |
| Maximum File upload size | 10.0 MB | |
| The locale for Insight | English | |
| Insight parallelism | 2 | |

JIRA Service Desk

| | | |
|---|----------------------|--|
| Service Desk portal search text (single): | Search for an object | |
| Service Desk portal search text (multiple): | Search for object/s | |

Data Center

| | | |
|---------------------------|-------|--|
| Dedicated Scheduling Node | node1 | |
|---------------------------|-------|--|

[Edit Settings](#)

Atlassian JIRA Project Management Software (v7.5.0#75005-sha1:fd8c849:node1) + [About JIRA](#) + [Report a problem](#)

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INDEXING OF ASSETS

ATLASSIAN MARKETPLACE

[Find new add-ons](#)

[Manage add-ons](#)

INSIGHT DISCOVERY

[Download](#)

[License Details](#)

INSIGHT

[Configuration](#)

Indexing Insight

[Script Console](#)

Insight Index Information

✓

The Insight index is updated completely. You can still perform a [re-index](#). For more information please see the [Insight Documentation](#).

Note: If you plan to do configuration changes, you may wish to complete those changes before performing the re-index.


Re-index

Persist Insight index to file

Index Path: `/Users/fredrik/atlassian/jsw-insight505mig/home/caches/insight_indexes/objects`

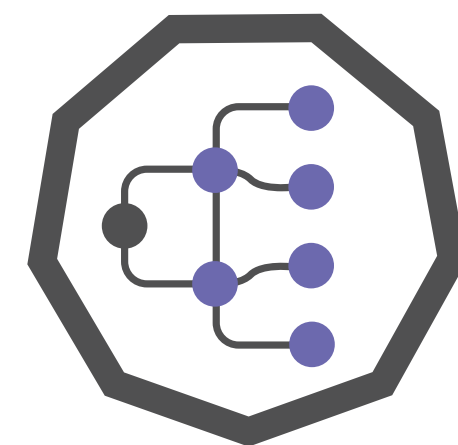
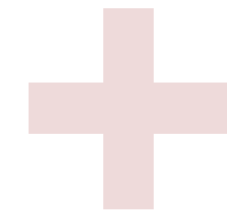
Atlassian JIRA Project Management Software (v7.5.2#75007-sha1:9f5725b) · [About JIRA](#) · [Report a problem](#)

This JIRA site is for non-production use only.



Better, Faster, Stronger - Together

 Jira Service Desk



Insight





Thank You

Insight Asset management for JIRA



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