



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

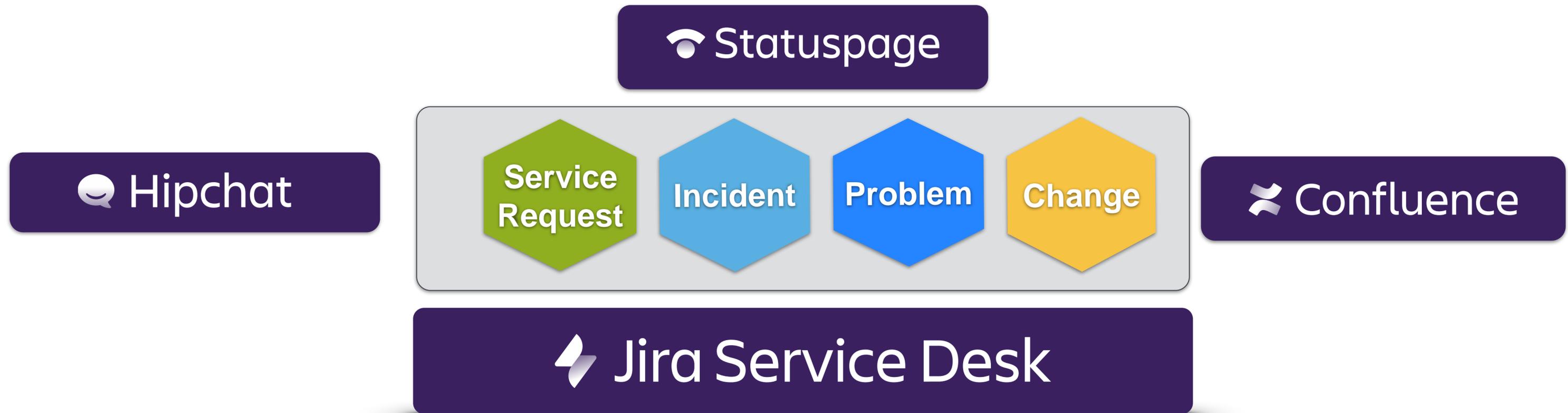
Insight Integrations

Integrations to Snow, BMC,
Service Now & AWS

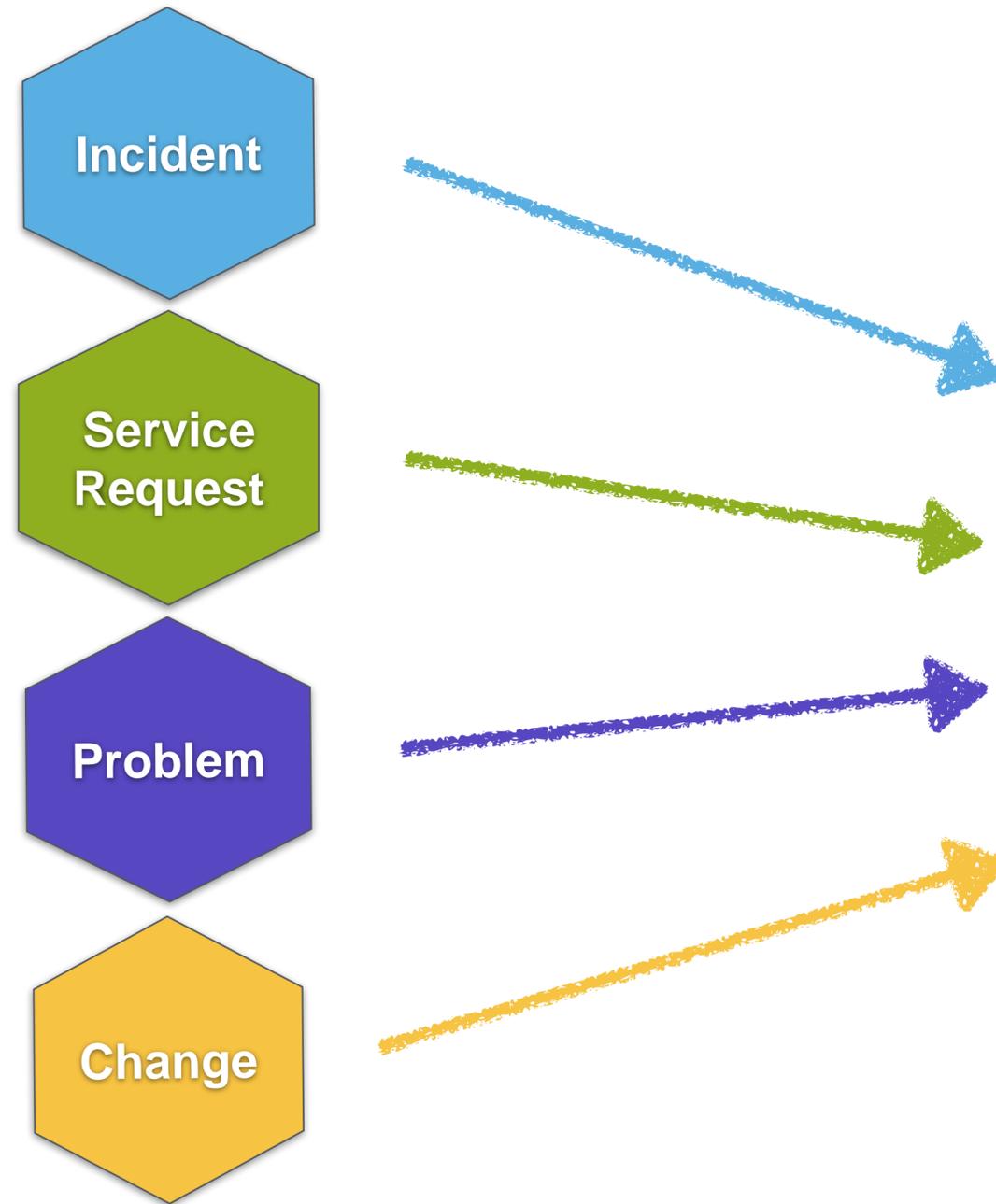
Insight for Atlassian Environment

Support for Confluence &
Bamboo

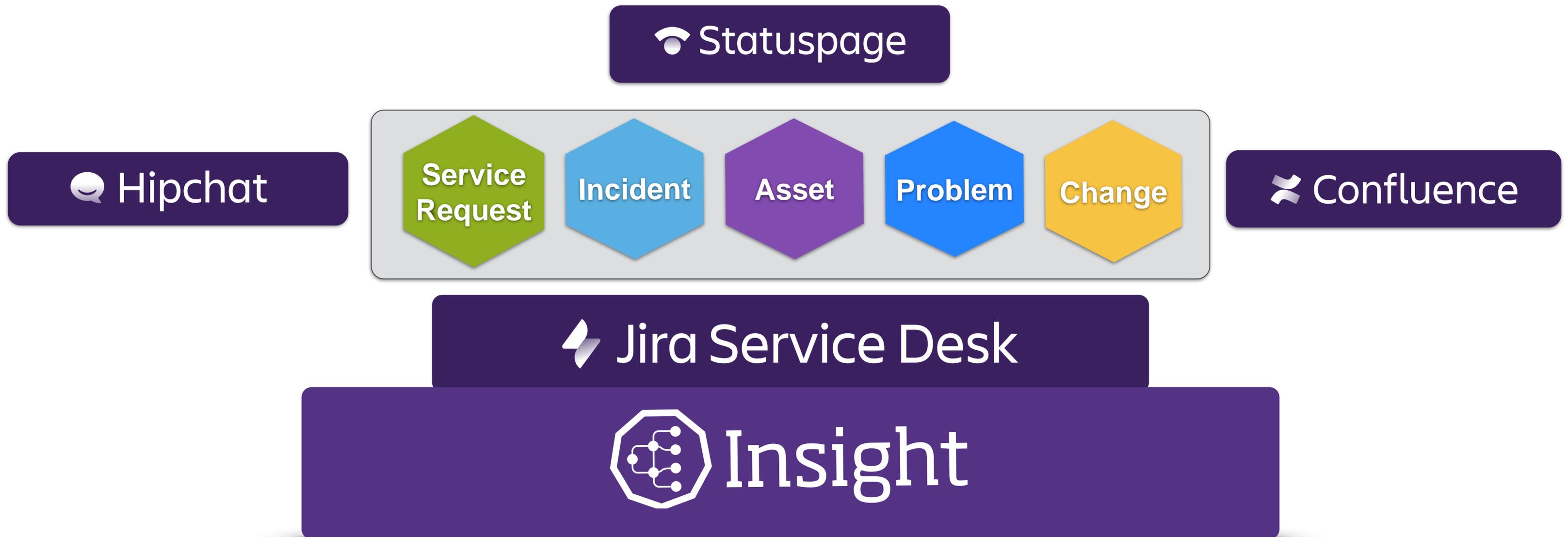
THE ATlassian APPROACH TO ITSM



THE IMPORTANT CONNECTION TO ASSETS



EXTENDING THE ATLASSIAN APPROACH TO ITSM

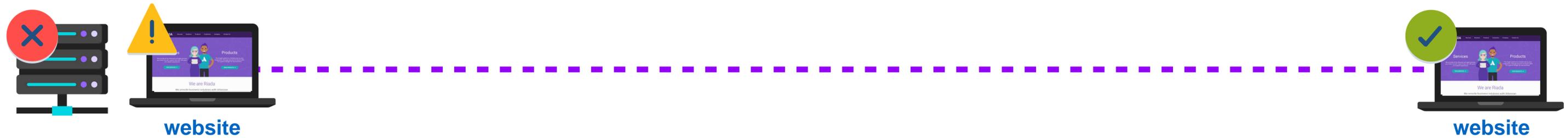


7 ITIL PROCESSES

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

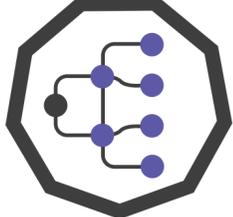
Mean Time to Diagnose (MTTD)

70% of time

THE INSIGHT PLATFORM

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

 Atlassian Verified

 **Insight**

 INSIGHT
Discovery

 INSIGHT
Confluence

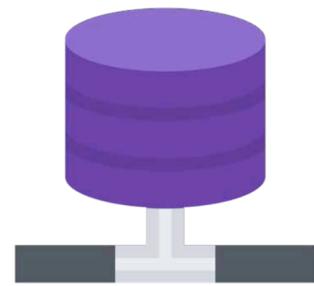
 **ATLASSIAN** Marketplace

DEMO

Extending Incident Management

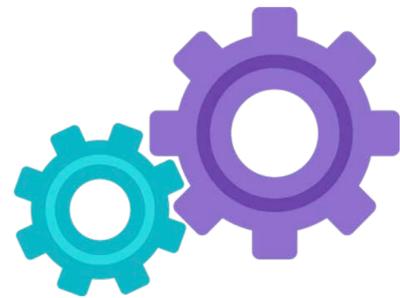
 Jira Service Desk +  Insight

Asset Management with Insight



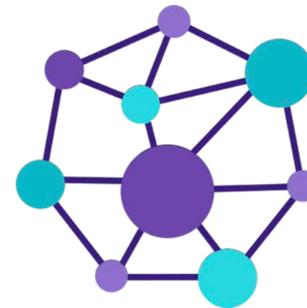
CMDB in Jira

Single source of truth



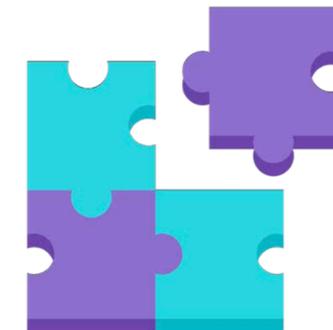
Automation

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

The screenshot shows the RIADA web interface. At the top, there is a navigation bar with 'RIADA' and links for 'Dashboards', 'Projects', 'Issues', 'Tempo', 'Boards', 'Insight', and 'Cre'. Below this, the main header reads 'Webinar Schema' with a sub-header 'Key WS Description No description'. A search bar for 'Search object types' is present. On the left, a tree view shows a hierarchy of asset 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)), and 'Software'. The 'Host (20)' category is selected. The main content area displays a list of 'Host' objects with columns for 'Id', 'Icon', and 'Description'. The first object is 'confluence-prod-app5' with Id: 2223. Below the list is a search input field with a green checkmark and the text 'Enter IQL (implicitly adds the current object type id)'. On the right, a 'Details' panel for the selected 'confluence-prod-app5' shows fields for Name, Status, Hostname, Operating System, CPUs, Network Interfaces, FQDN, System Up Time, RAM, Virtual, Scanning Information, and Asset User. At the bottom right, there is a section for '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

General Service Desk JIRA View JIRA 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

The Insight Custom Field in Customer portal

Customer find and selects the problematic asset

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)*



Unbeaten agent efficiency

ITSM Project / ITSM-128
problem with mail

[Edit](#) [Comment](#) [Assign](#) [More](#) [Pending](#) [Cancel](#) [Resolve](#) [Admin](#)

Details

Type:	■ Incident	Status:	IN PROGR
Priority:	▲ Major	Resolution:	Unresol
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None ✎		
Affected Business Service:	<div style="border: 1px solid #ccc; padding: 5px;"> ✉ Email Service </div>		

Status RUNNING

Importance 1 - Critical

Service Owner Andreas

Immediate information about the affected asset

Description

[Click to add description](#)

Attachments

Related knowledge base

- [Email troubleshooting](#)
- [Problem with time repor](#)
- [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 (techni
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

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



Understand dependencies and perform impact analysis

View Object Graph

```
graph TD; ES[Email Service] --> MS[Microsoft Windows Server 2012]; MS --> S[exchange.prod.main1]; S --> CPU1[Intel(R) Xeon(R) CPU E7-4830 @ 2.13GHz]; S --> CPU2[Intel(R) Xeon(R) CPU E7-4830 @ 2.13GHz]; S --> CPU3[Intel(R) Xeon(R) CPU E7-4830 @ 2.13GHz]; S --> CPU4[Intel(R) Xeon(R) CPU E7-4830 @ 2.13GHz];
```

1 - Critical

Microsoft Windows Server 2012

exchange.prod.main1

Intel(R) Xeon(R) CPU E7-4830 @ 2.13GHz

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

Microsoft Windows Server 2012

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

There are no attachments

No related issues found for specified filter!

Go to object

Close



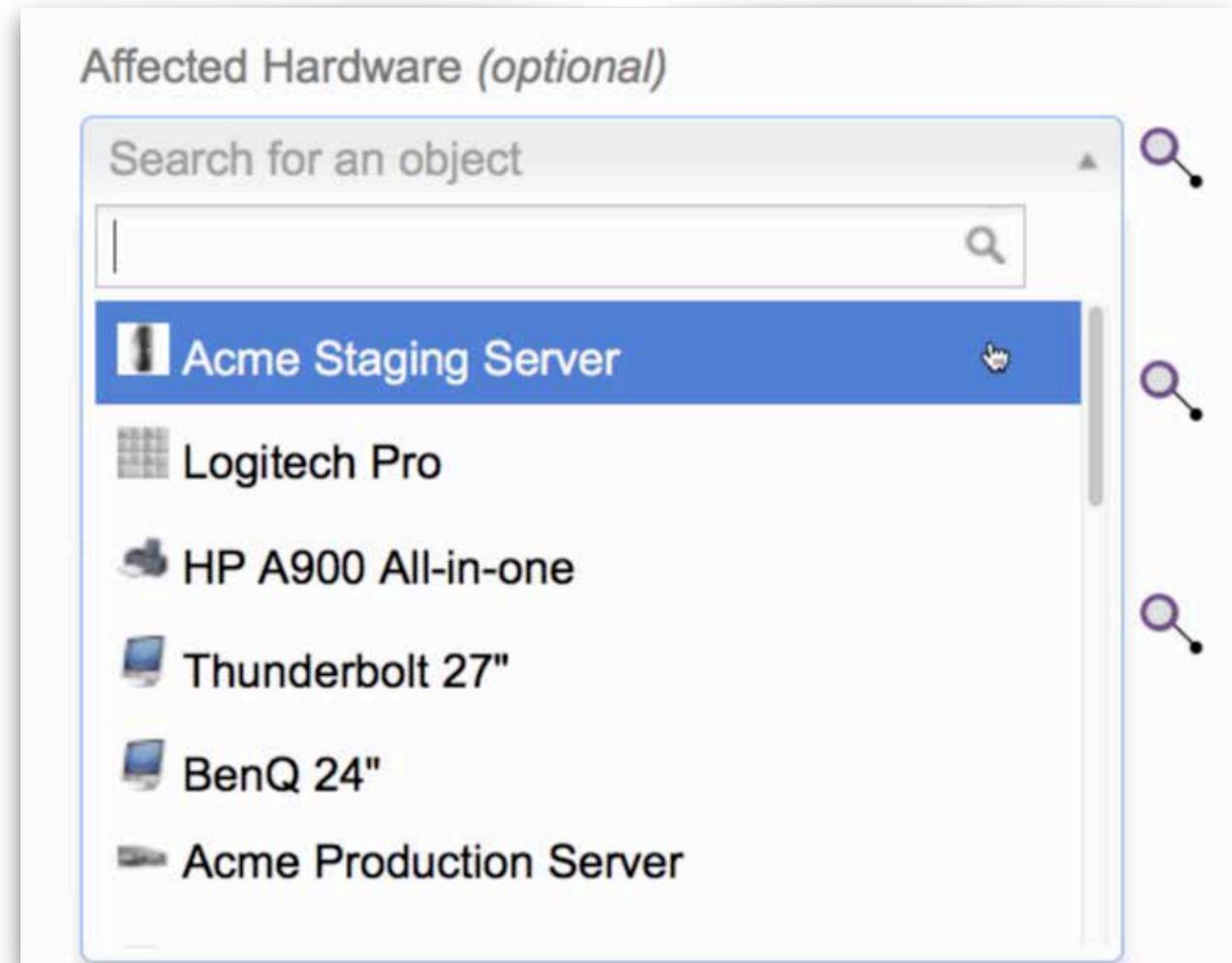
Insight

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





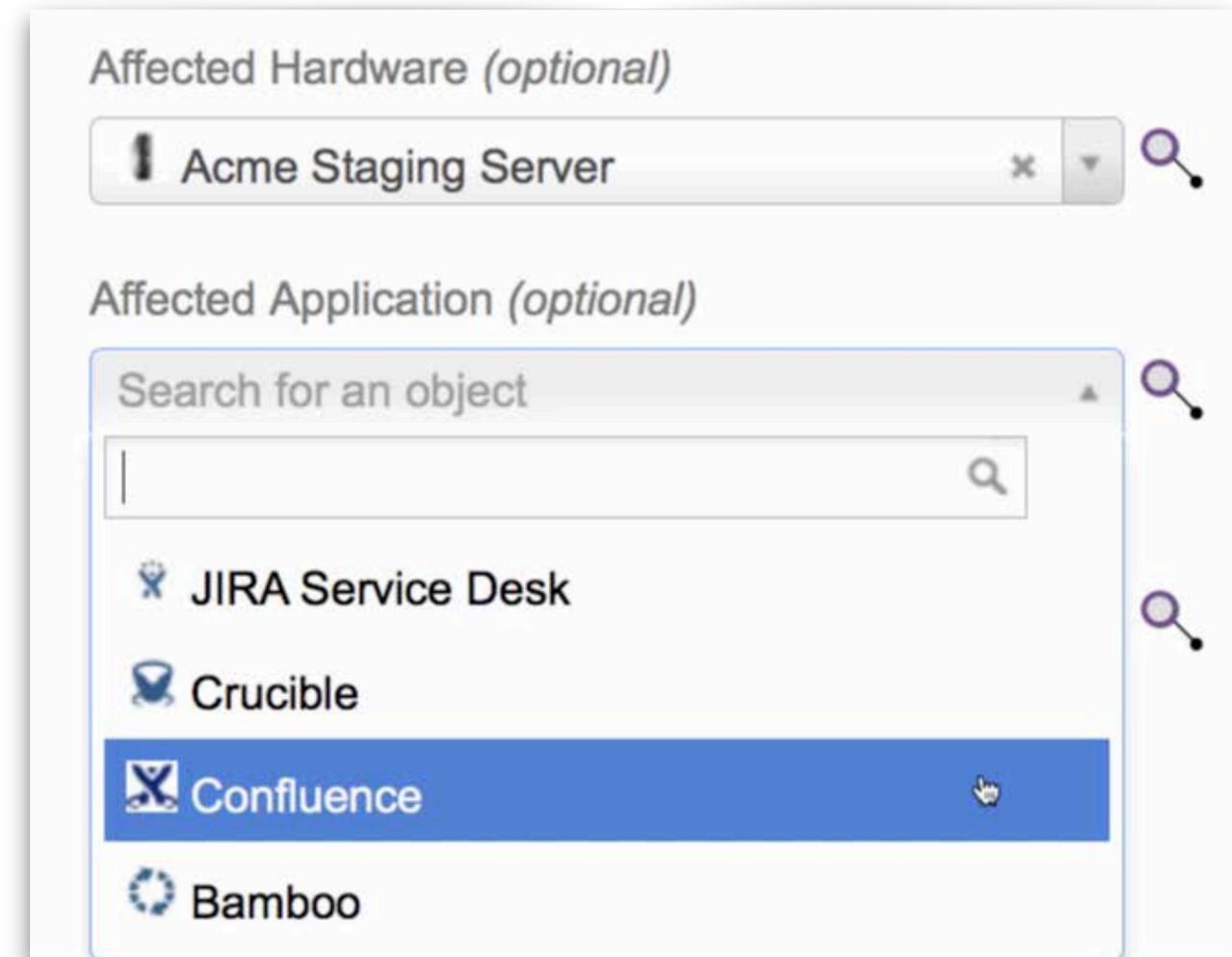
Insight

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Insight

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The parent selection present the customer with referenced assets

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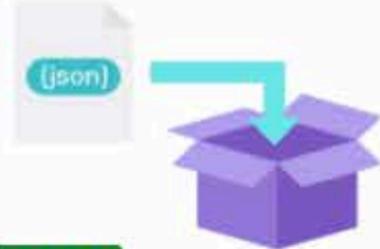
The screenshot displays a user interface for selecting affected assets. It is organized into three sections, each with a search icon on the right:

- Affected Hardware (optional):** A search bar containing the text "Acme Staging Server".
- Affected Application (optional):** A search bar containing the text "Confluence".
- Affected Add-on (optional):** A search bar with the placeholder text "Search for an object". Below the search bar, a list of results is shown:
 - Gliffy Confluence Plugin
 - Confluence Questions** (highlighted in blue)

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

General References Statuses Icons Roles Import Process results Automation Label Templates Files

Name*
Renewal of contracts

Triggered rule will run as
Atlassian Riada

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

WHEN Scheduled event
objectType = Contract
0 0 12 ? * WED

IF Condition
"Expire Date" < now(60d) and
"Expire Date" >= now() and
"Contract status" = ACTIVE

THEN Email notification

ADD ELSE / THEN +

Edit THEN

Email notification

Action* Email notification

JIRA Recipients* Naval Fayazi [Riada] x Tommy Nordahl [Riada] x



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 Edit Save for later Watching

Insight for Confluence Marco Demo Page

Single Object

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

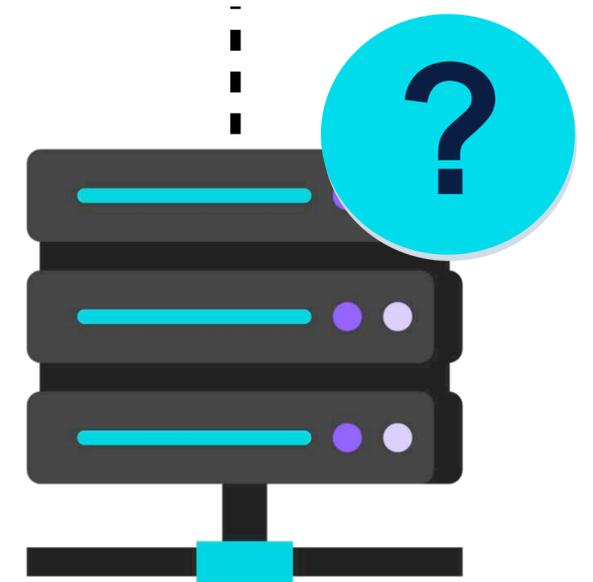
Multiple Objects in List View

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	
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[Edit Settings](#)

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.

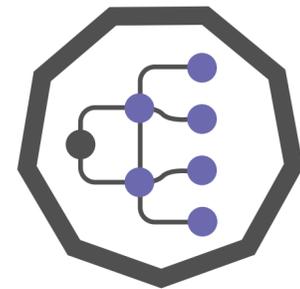
[Re-index](#)

[Persist Insight index to file](#)

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

Better, Faster, Stronger - Together

 Jira Service Desk



Insight





Thank You

Insight Asset management for JIRA



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