



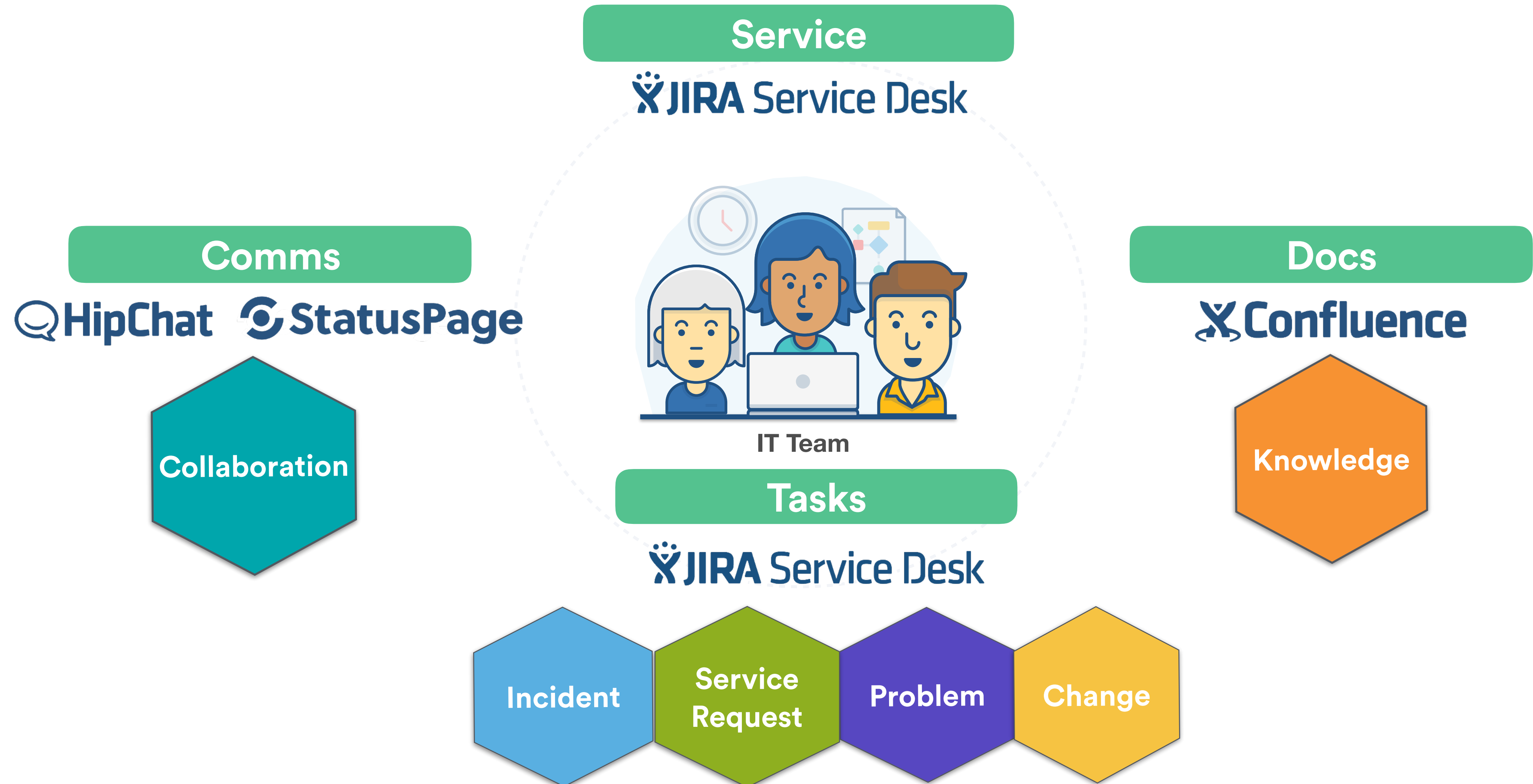
Extending the Atlassian Approach to ITSM



TOMMY NORDAHL • CEO • RIADA • @RIADAAB

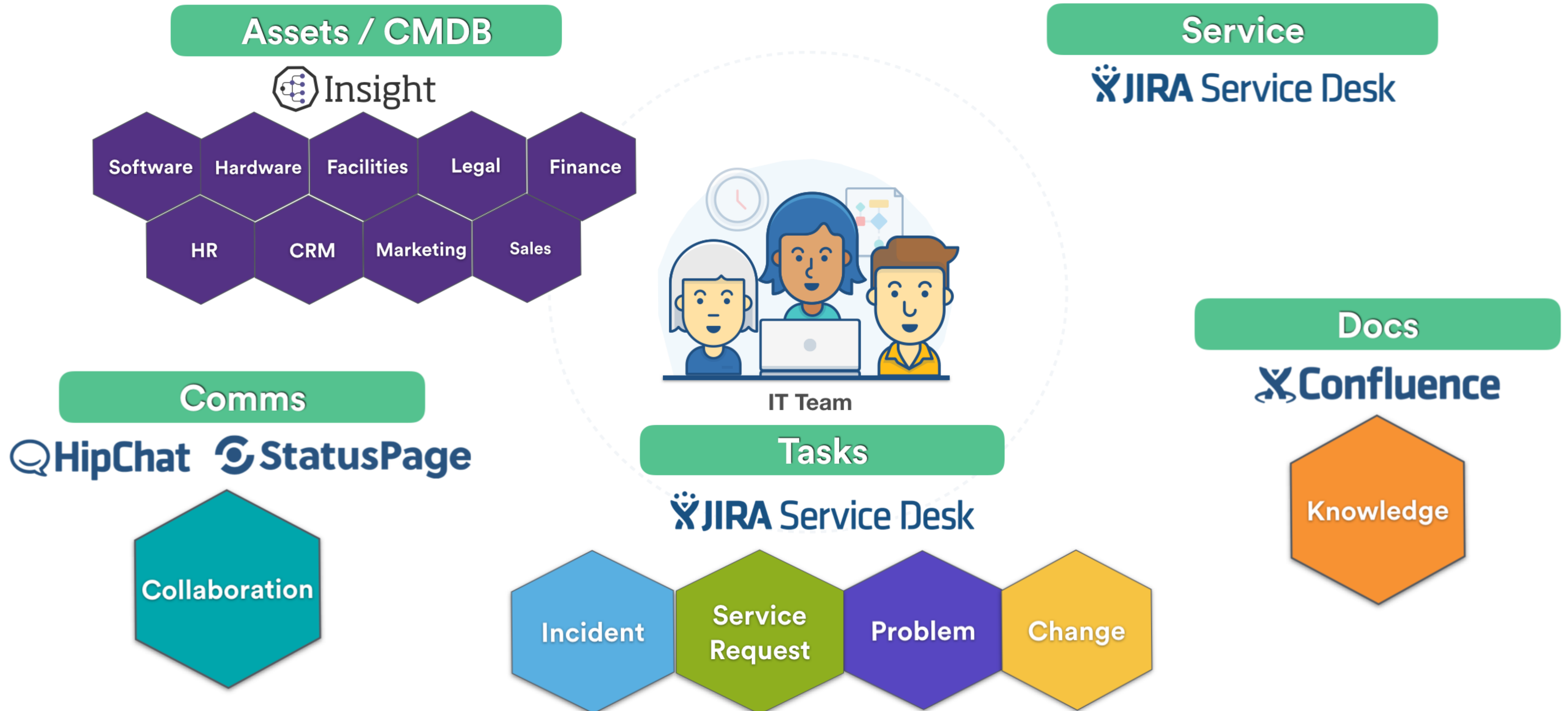
Atlassian approach to ITSM

Easily adapts to meet the needs of your IT team



Extended with Asset Management

Easily adapts to meet the needs of your IT team



The Challenge



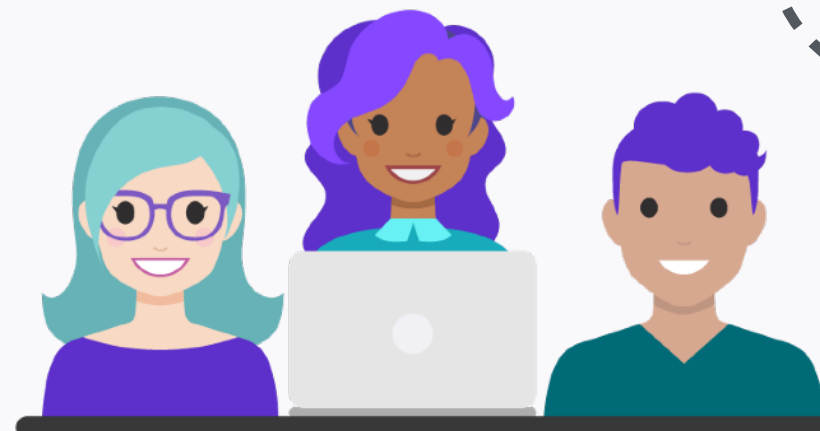
JIRA SERVICE DESK

Incident

Service
Request

Change

Which assets
are effected?



IT Team

The Challenge



JIRA SERVICE DESK

mail system crashes

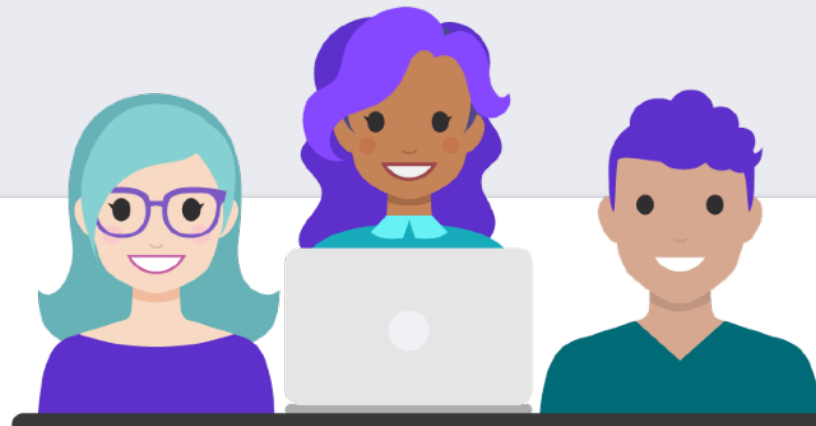
change system x

I need an integration

new MacBook Pro

add another CPU

decommission this service



Which systems
runs this software?

How many MBP do
we have in stock?

Which systems are
affected by this bug?

What if we remove
this system?

Related service
owners?

MTTR (Mean Time To Resolution)

Service Request

Incident

Change

Problem

70%



Mean Time to Diagnose (MTTD)

The Important Connection to Assets

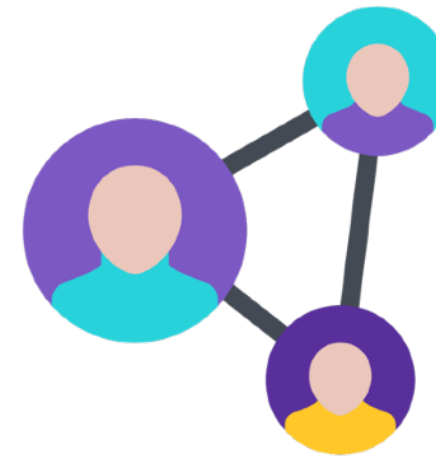


Asset management priorities



Control

Control the full lifecycle of assets as well as any related events



Traceability

Impact analyses and dependency mapping with visibility



Cost Reduction

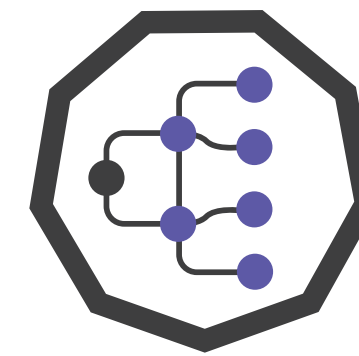
Optimize usage of assets from purchase to decommission

The Insight Platform

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



Atlassian Verified



Insight



INSIGHT

Discovery



INSIGHT

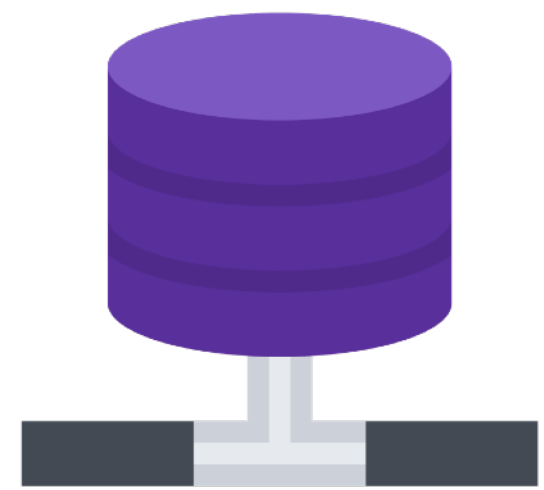
Confluence



Atlassian Marketplace

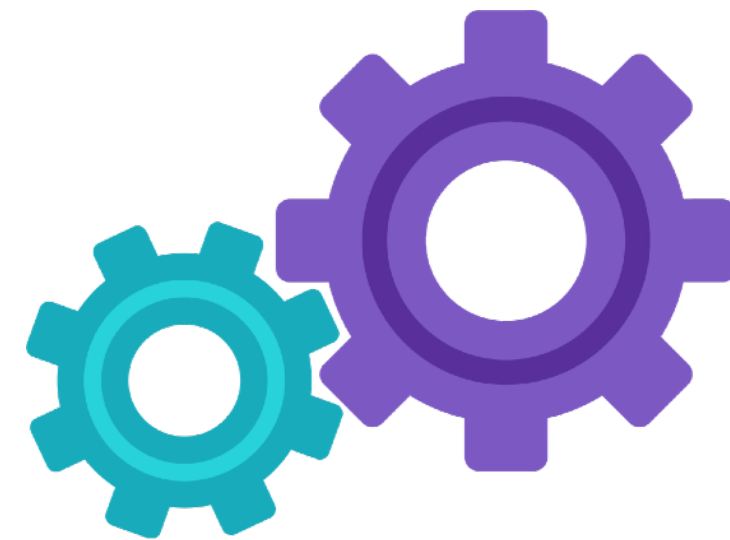


Asset Management with Insight



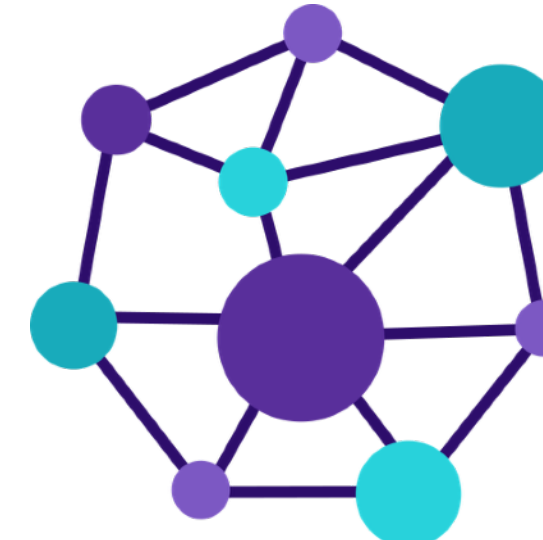
CMDB in JIRA

Single source
of truth



Automation

Powerful automation at
scale



Dependencies

Visualisation with graphs,
reports & gadgets



Open API's

REST & JAVA API with
unlimited possibilities





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

General

Service Desk

JIRA View

JIRA Edit

Custom Field Name

Affected Business Service

Object Schema

Webinar Schema

Object Type root

 Business Services

☐ Include children

Restrict to User related objects

☐

Affected User: **Current User**

Restrict to Project related objects

☐

Automatically assign object

Not configured

Attribute filter (IQL)

Not configured

Order by

Updated

☒ Ascending

Return to JIRA Custom Field



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

A screenshot of a software interface titled 'Insight'. It displays three vertically stacked selection fields, each with a search icon on the right. The first field is labeled 'Affected Hardware (optional)', the second 'Affected Application (optional)', and the third 'Affected Add-on (optional)'. Each field contains the placeholder text 'Search for an object'. At the bottom of the form are two buttons: a blue 'Create' button and a grey 'Cancel' button.

Affected Hardware *(optional)*

Search for an object

Affected Application *(optional)*

Search for an object

Affected Add-on *(optional)*

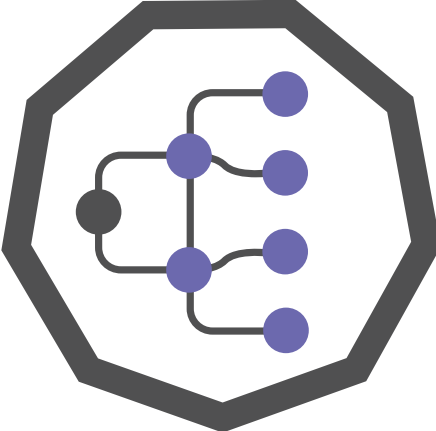
Search for an object

Create Cancel

Better, Faster, Stronger - Together

 **JIRA Service Desk**

+

 **Insight**





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

RIADA
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	Status:	IN PROGRESS
Priority:	▲ Major	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	None
Component/s:	None		
Labels:	None ✎		
Affected Business Service:	Email Service Status RUNNING Importance ❗ 1 - Critical Service Owner Andreas		

Description

Click to add description

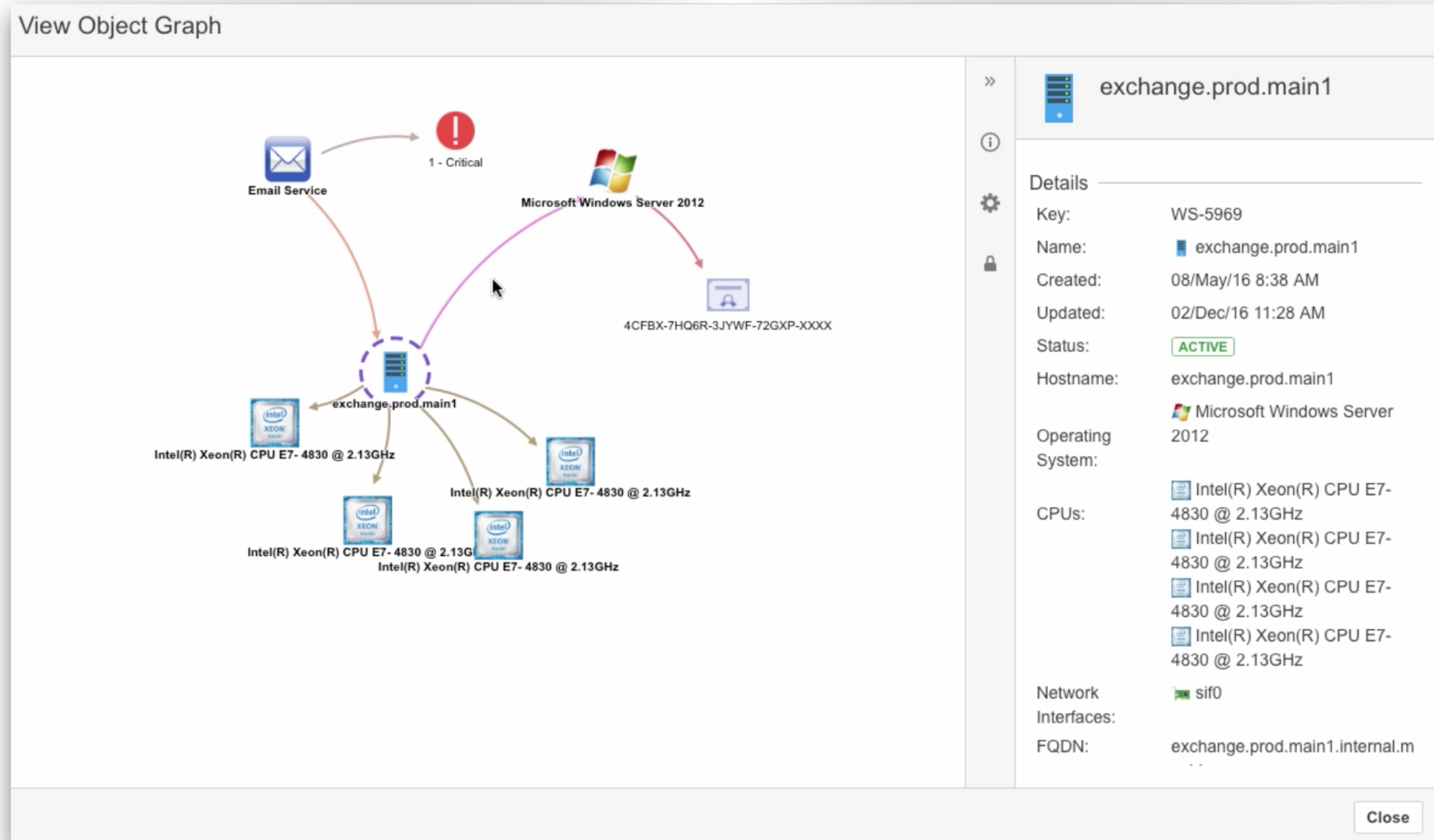
Attachments

Related knowledge base articles

- [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





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

SpacesPeopleCreate...

Pages / Insight Documentation

EditSave for laterWatching

Insight for Confluence Marco Demo Page

Single Object

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

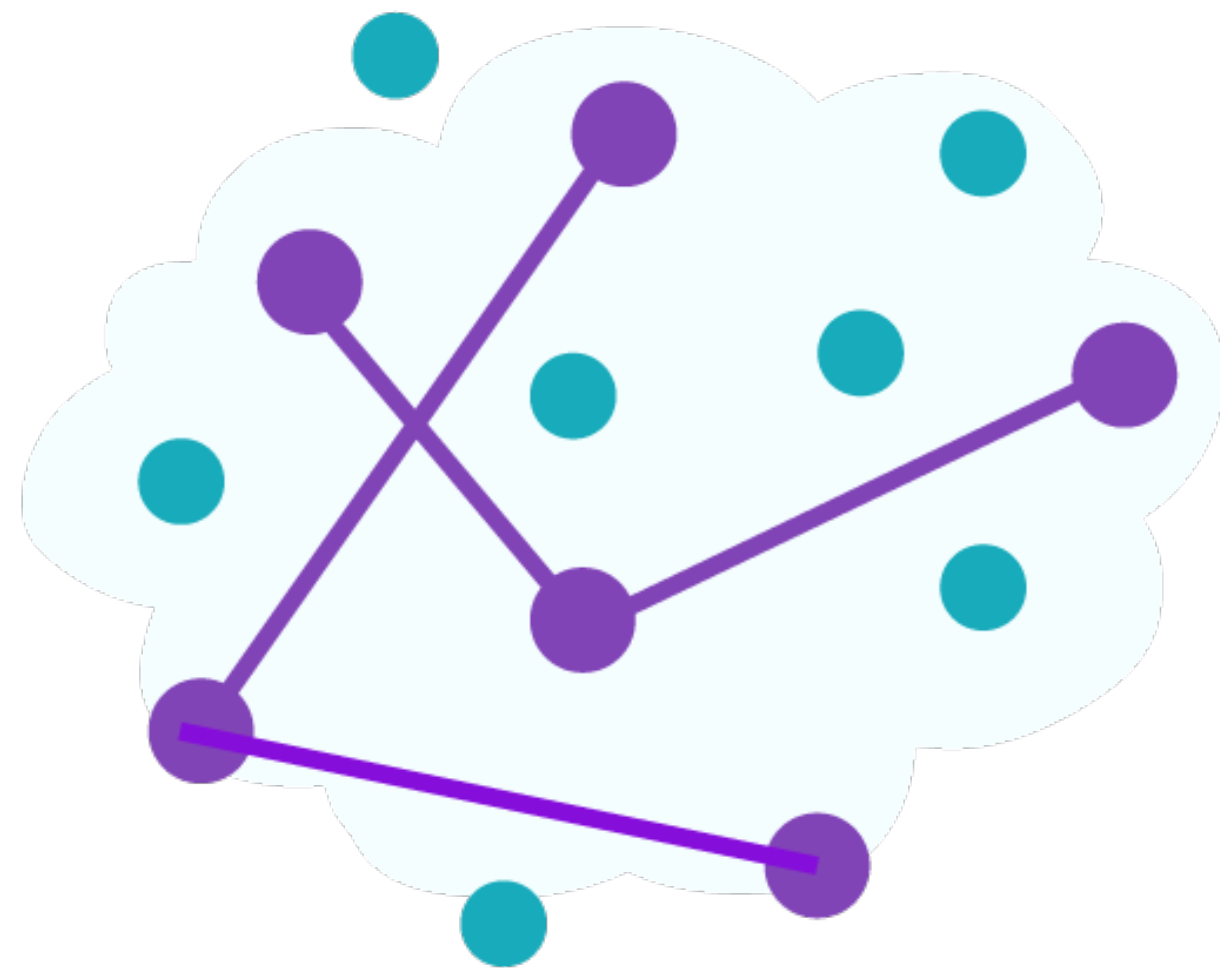
Multiple Objects in List View

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

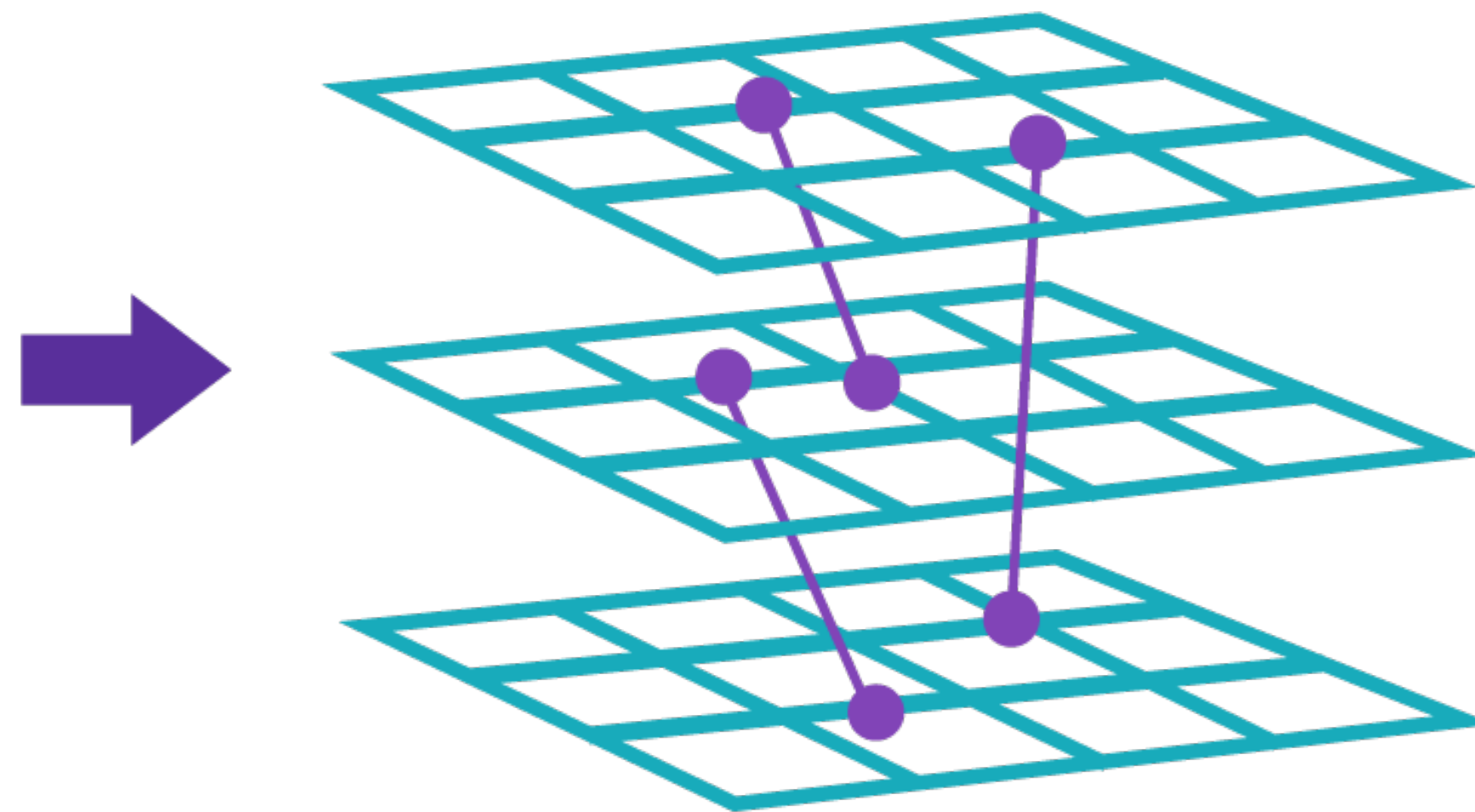
Showing 11 out of 11 objects

Getting the data into Insight from external sources

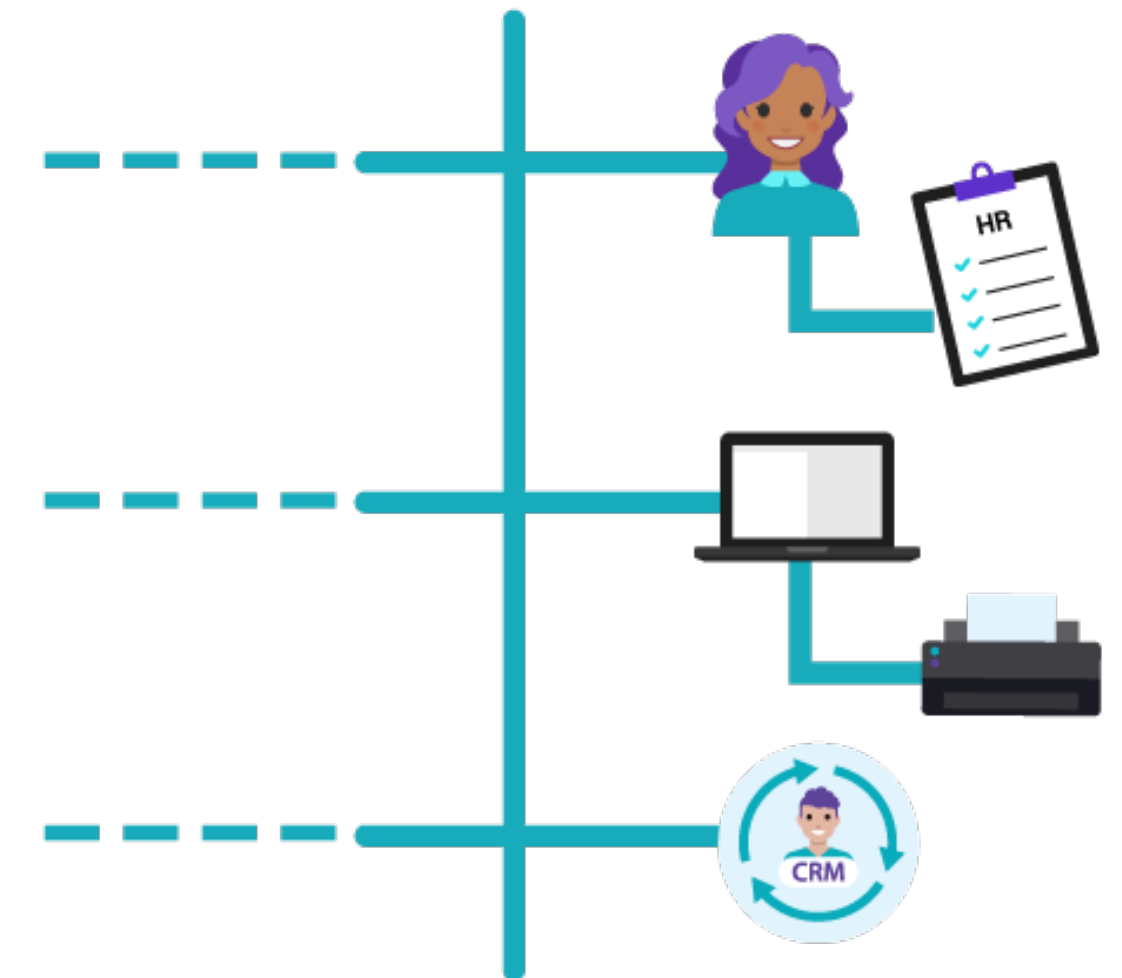
Data Source



Normalized Data

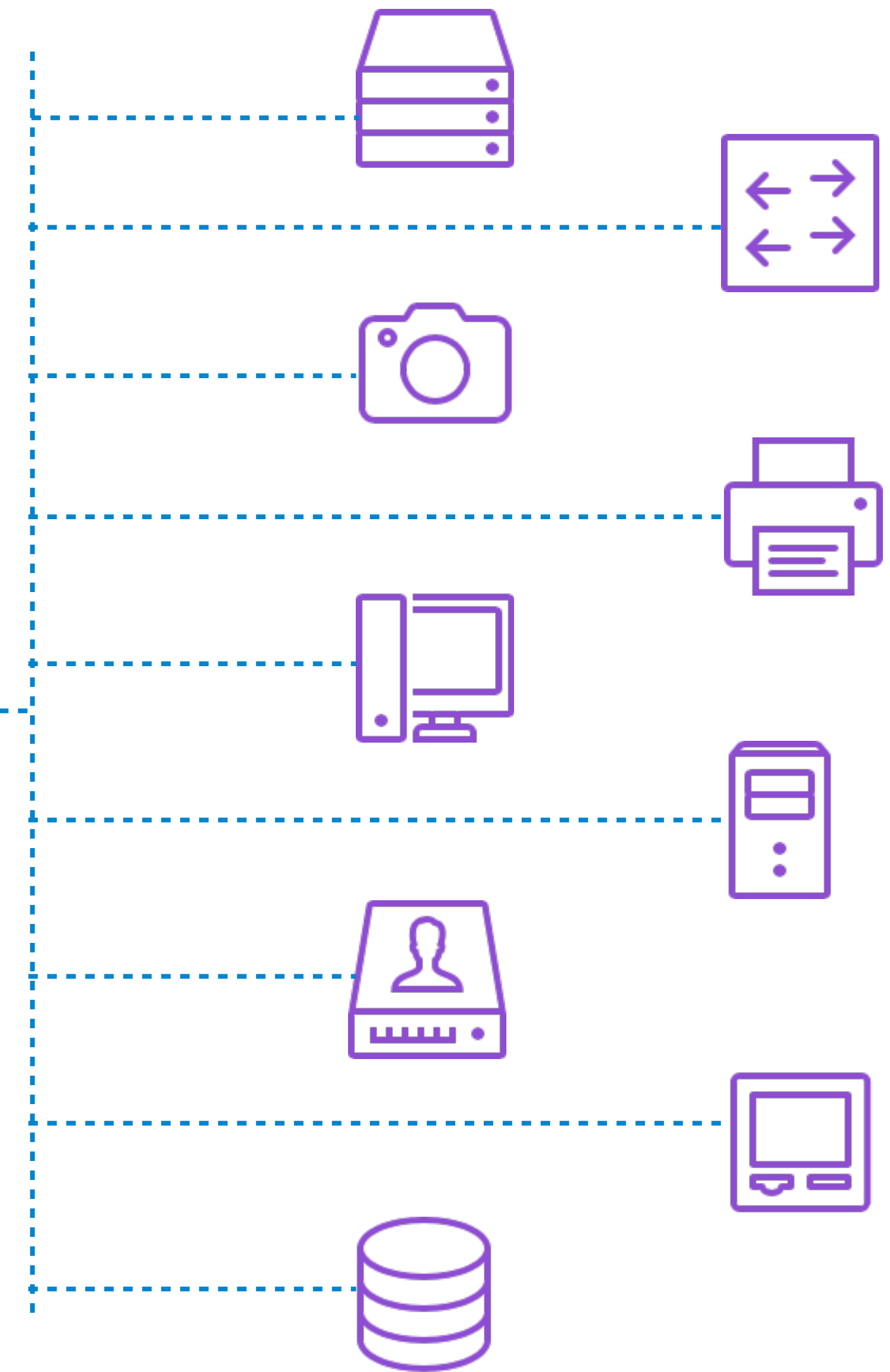


Insight



Insight Discovery

- automated and reliable
network scanning



Insight Discovery features



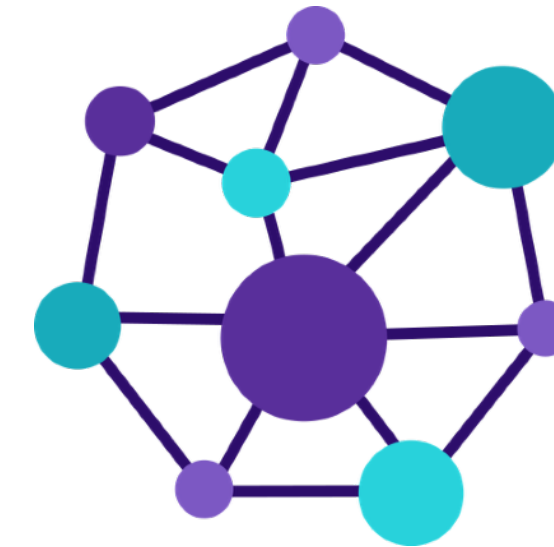
Agentfree network scanning

No need to install agents on your machines



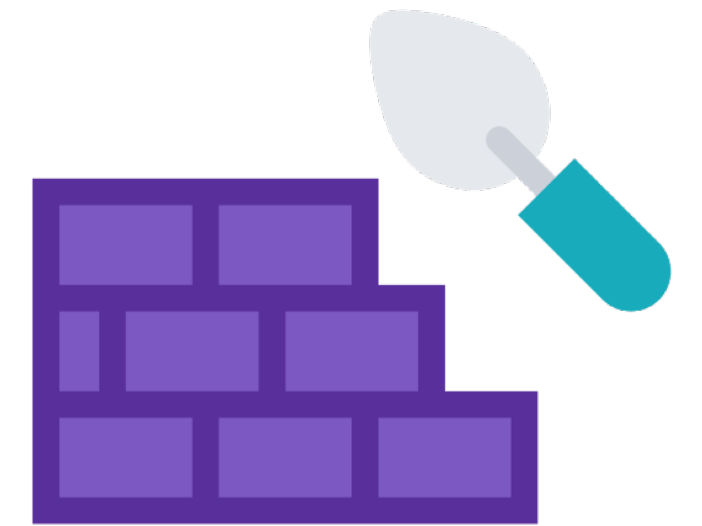
Automated & Secure

Automatic network scanning & encrypted traffic



Dependency Mapping

Automatically identify dependencies between assets



Pattern Architecture

Customizable patterns that gives you the data you need.



SSH

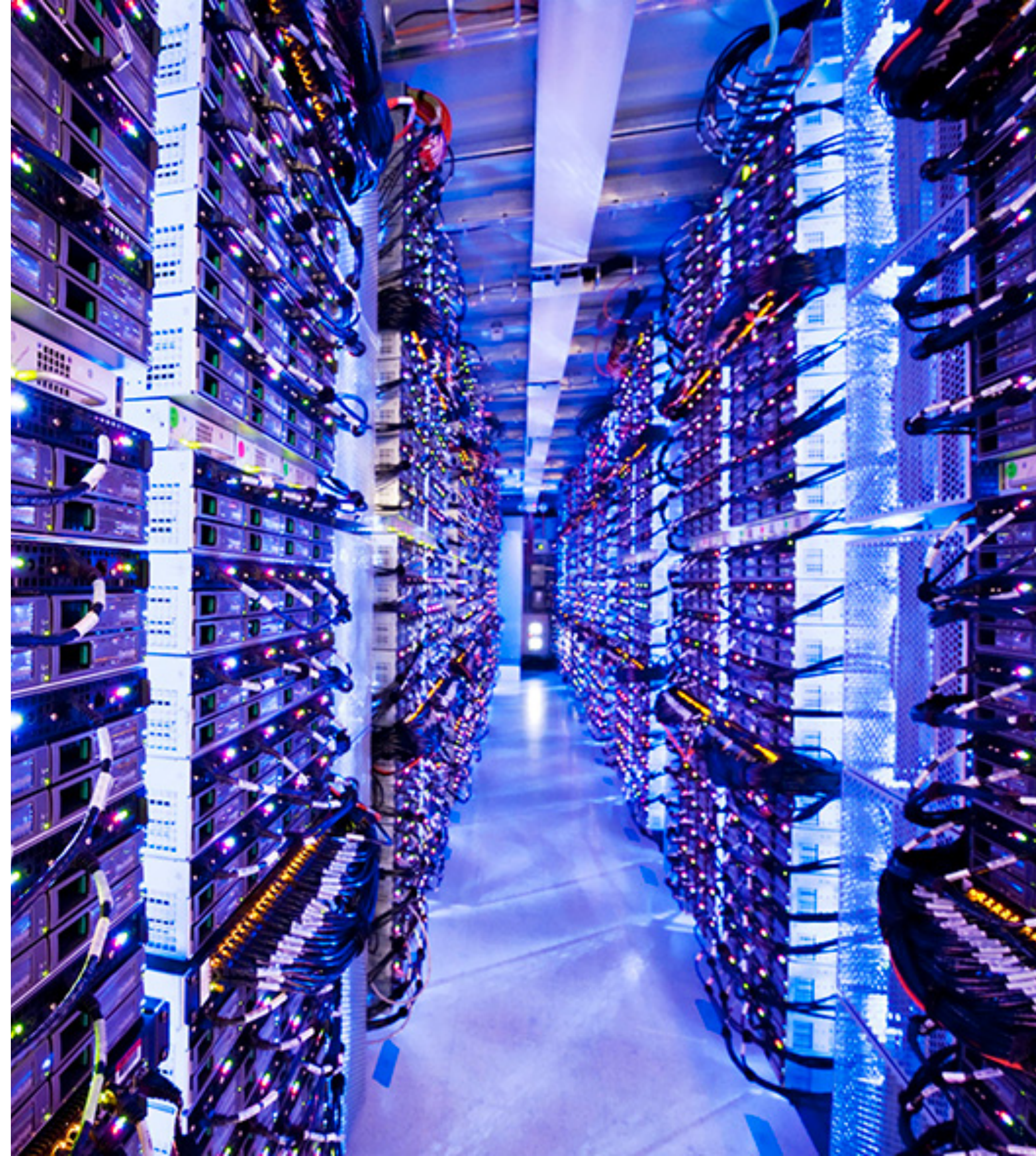
Linux/Unix Based Operating Systems

WMI

Microsoft Operating Systems

SNMP - version 1, 2 & 3

Printers, Routers, Switches, NAS, IP
Cameras, Load Balancers etc.





Thank You

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