Insight

Summary

Insight is a JIRA plug-in that allows SOM IT to manage our assets, which includes the service taxonomy with support tiers, the application portfolio and the SOM computing assets and their relationships.

Features

- Object based schema
- Reporting
- Ability to create relationships
- Create maps of relationships

Who can use it?

SOM IT uses this as part of the infrastructure to manage our services.

How much does it cost?

This service is available at no charge to the Yale School of Management community.

How do I get it?

You must be a licensed JIRA user in order to use and view the Insight objects. Login to JIRA and Insight is available as a drop down menu from the top ribbon.

Related Policy and Procedures

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles

Adding Service Offerings to Insight
Service Improvement Process
Service Introduction Process