Adding Service Offerings to Insight

Use these instructions if you are completing the Service Introduction process, and are adding or modifying a service offering in Insight. Insight is an add-on for Jira which allows us to create and manage objects which can then be used or viewed from Jira and Confluence. This document assumes you already have access to Jira and therefore, Insight.

Step-by-step guide

Update: Insight has been restricted such that the Service Catalog Manager now has this accountability. Current Service Catalog Manager: Adriene Radcliffe, Backup: Matt Dell

1. Login to Jira with your NetId.
2. Along the top blue Jira ribbon select Insight, or if your screen is smaller Insight will appear as an option under More...

The first time you use Insight, you will be prompted for the schema to select. In the future when you open Insight, it will take you to the last schema you opened, with recently accessed objects listed under the Insight drop-down menu

3. Select the SOM IT schema
4. The Yale SOM schema will open and you will see all the root objects of the tree. This is an object based system. The service catalog schema is built here. Click the small grey triangle to the left of Service Catalog to open up the Service Categories.
5. Then open **Service Category**, and then **Services** to see the full list of **Service Offerings**.

6. Click on **Service Offering** so it's highlighted in blue and in the top center of the screen click the **Create Object** button. The dialog box to add all the attributes of a Service Offering will be displayed for your data entry:

7. Most of the information listed here is information you would have drafted and had approved by the SOM leadership team prior to entering it. You can list the **Operational Status** as Active at this point, and put the proposed go-live date in both the **Last Service Date** and the **In Service Date**. For the strategic alignment list Sustain. As you scroll down the dialog box, you will enter the proposed tier 1, tier 2 and tier 3 support.

8. Click **Create** to create the object in Insight. You can verify the information was added to Insight correctly by looking at the Confluence page which displays the support tiers and **Service Escalations**.

9. The service offering you created will now be available, and can be linked to other objects, such as **application portfolio**.

10. After you create the Service Offering Page, you can update the **Confluence Page** field with the page ID, and it will be linked to this record. Look here if you need the instructions to find **PageId** of a Confluence page.
Help us improve

Your Rating: 
Results: 12 rates

Related articles

- Adding Service Offerings to Insight
- Service Improvement Process
- Service Introduction Process