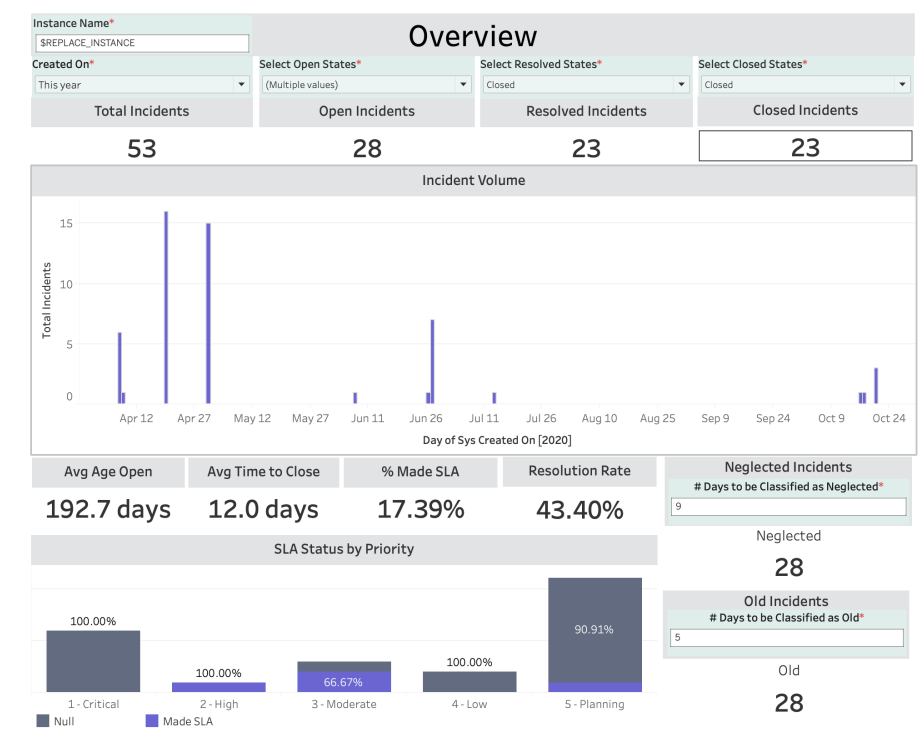


# ServiceInsight

**ServiceInsight** provides additional insight by offering you a visual look into your ServiceNow data.

With ServiceInsight, you can easily set up and gain access to a variety of Tableau dashboards that display valuable key performance indicators and provide insight into your ITSM, CSM, HR, ITOM and ITAM processes.



## Get started with ServiceInsight

Follow these steps to set up and starting using ServiceInsight.

## Supported Analytics

The following are the current analytics supported by ServiceInsight:

<b>IT Service Management (ITSM)</b>	<p>The <b>IT Service Management (ITSM)</b> dashboard is designed to showcase the performance of the Support Team and indicate whether they are meeting their SLAs to your customers.</p> <p>For access to this dashboard, you must have the <b>incident</b> table populated.</p>
<b>IT Operations Management (ITOM)</b> <b>IT Asset Management (ITAM)</b>	<p>The <b>IT Operations Management (ITOM)</b> and <b>IT Asset Management (ITAM)</b> dashboards provides access to an assortment of information regarding your CMDB records.</p> <p>For access to this dashboard, you must have the following tables populated: <b>incident</b>, <b>task_sla</b>, and <b>cmd b_ci</b>.</p>

## Customer Success Management (CSM)

The **Customer Success Management (CSM)** dashboard allows you to monitor the surveyed health of your customers, the status of your incidents, and whether the contracted service level agreements are meeting expectations.

For access to this dashboard, you must have the following tables populated: **sn\_customer\_service\_case**, **customer\_account**, and **task\_sla**.

You must have the [Customer Service Management](#) Application installed (Customer Service Management plug-in activated) in your ServiceNow instance.

## Human Resources (HR)

The **Human Resources (HR)** dashboard provides an overview of the current employees and HR cases in your organization. The dashboard encompasses both company-wide and departmental KPIs including gender distribution, average time to resolve cases, and average length of service.

For access to this dashboard, you must have the following tables populated: **sn\_hr\_core\_case**, **sn\_hr\_core\_profile**, and **sys\_user**.

You must have the [Human Resources Application: Core](#) Application installed (Human Resources plug-in activated) in your ServiceNow instance.