

Get started with ServiceInsight

ServiceInsight works alongside the DataSync application and the DataSync Agent.

Leveraging the [DataSync application](#), your data from your ServiceNow instance will be shared out to the Perspectium Integration Mesh, where the [DataSync Agent](#) will then read this data into a database.

You have the option to either use your own database (see list supported database list below) and your own self-hosted DataSync Agent, or a Perspectium-hosted option where the DataSync Agent and a cloud database (MariaDB) will be set up in the Perspectium Integration Mesh. Your integrated data will then be available to see in a supported analytics application.

What's on this page?
<ul style="list-style-type: none">• Prerequisites• Initial Setup<ul style="list-style-type: none">◦ Option 1: Use your own database and your own self-hosted DataSync Agent◦ Option 2: Use a Perspectium-hosted option• View your Data in an Analytics Application• Additional Configurations

Supported Analytics Application

- Tableau

Supported Database

- MySQL
- MSSQL
- Postgres
- Oracle

Prerequisites

- ⚠ First, you will first need to [install the Perspectium application into your ServiceNow instance](#) by installing update sets **in the following order**:
1. Perspectium Core update set
 2. Perspectium ServiceInsight update set
- Follow the link to [Install and Configure DataSync for ServiceNow](#).
- ⚠ Then, you will need a supported database and an analytics application (Tableau) installed and [connected](#) to your database.

Initial Setup

Upon the initial configurations for viewing your dashboards, you have two options:

Option 1: Use your own database and your own self-hosted DataSync Agent

Set up initial configurations for an existing queue

- Before you begin, make sure you have the following:
- ⚠ [Create a ServiceNow shared queue](#).
 - ⚠ Have the [DataSync Agent](#) running configured with the shared queue created above.

1

In your ServiceNow instance, go to **Perspectium > ServiceInsight > Setup**. Then, click **Start Setup**.

? Unknown Attachment

2

To select the setup type, click the **Select a Setup Type** dropdown and choose **Use Existing Shared Queue**.

? Unknown Attachment

3

In the **Select a Queue** dropdown, select the queue that your Agent is currently configured to read records from.

4

Under the **Dashboards** section, you can select which dashboard you want to use for displaying your data. To read more about what each dashboard represent, go [here](#).

To select one or more dashboards, click the dashboard in the **Available** section. Then, click the **right arrow** to transfer the dashboard to the **Selected** section.

? Unknown Attachment

5

Under the **Share Options** section, do the following:

1

Click the **Frequency** dropdown. Choose how often data should be shared from your ServiceNow instance for your selected dashboards, i.e. **Hourly**, **Every 6 Hours**, **Every 12 Hours**, **Daily**, **On Demand**. The value selected will be used to [schedule bulk shares](#) created as part of the ServiceInsight setup to run at the desired frequency.

2

Click the **Database Type** dropdown and choose which database your Agent is configured to save records to.

6

Click **Create Shares** to finish your ServiceInsight setup.

7

After clicking **Create Shares**, you will be directed to the Overview page. Download the Tableau workbook by clicking **Download Tableau Workbook**.

Once the zip file is available to you, follow the steps in [Set up Tableau Workbook](#).

Option 2: Use a Perspectium-hosted option

(With this option, the DataSync Agent and a cloud database (MariaDB) will be set up in the Perspectium Integration Mesh)

Set up initial configurations with a new database

1

In your ServiceNow instance, go to **Perspectium > ServiceInsight > Setup**. Then, click **Start Setup**.

? Unknown Attachment

2

To select the setup type, click the **Select a Setup Type** dropdown and choose **Register a new Database**.

? Unknown Attachment

3

Fill all the required fields under **Account Information** to register your Perspectium account.

? Unknown Attachment

4

Under the **Dashboards** section, you can select which dashboard you want to use for displaying your data. To read more about what each dashboard represent, go [here](#).

To select one or more dashboards, click the dashboard in the **Available** section. Then, click the **right arrow** to transfer the dashboard to the **Selected** section.

? Unknown Attachment

5

Under the **Share Options** section, click the **Frequency** dropdown.

Choose how often data should be shared from your ServiceNow instance for your selected dashboards, i.e. **Hourly, Every 6 Hours, Every 12 Hours, Daily, On Demand**. The value selected will be used to [schedule bulk shares](#) created as part of the ServiceInsight setup to run at the desired frequency.

6

Check the agreement box if you agree to provide your account information to Perspectium for your connection to the Perspectium Integration Mesh.

Then, click **Finish Setup** to finish your ServiceInsight setup.

7

After clicking **Finish Setup**, you will be directed to the Overview page. Download the Tableau workbook by clicking **Download Tableau Workbook**.

Once the zip file is available to you, follow the steps in [Set up Tableau Workbook](#).

i NOTE: You will also receive an email containing your Tableau workbook.

View your Data in an Analytics Application

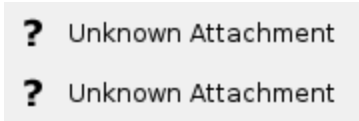
Set up Tableau Workbook

1

Open the Tableau workbook acquired from the previous step above.

2

The following window will appear upon opening the workbook.



Depending on your Tableau version, you may see the second image right away. Otherwise, click the **Edit Connection** to access the configuration.

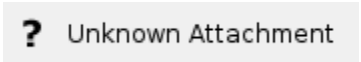
Then, replace all fields with your credentials:

Field	Description
Server	Hostname or IP address of the machine where your database is running
Database	Name of the database where the tables (i.e., incident, task_sla) are replicated to
Username / Password	Credentials to login to the database

3

Once you are logged in, you can start customizing the workbook.

Fields that are **highlighted in blue** and have a **red asterisk** indicate that they can be edited or changed.




In the **Instance Name** field, replace **\$REPLACE_INSTANCE** with the instance name to access your instance through the ServiceNow links in the dashboard (i.e., dev12345).

Additional Configurations

If you are using **Oracle** as your database, you will need to do the following:

Set up ServiceInsight for Oracle

Before you proceed, make sure you have the following:

 Acquire the **databases.xml** configuration file from [Perspectium Support](#).

1

In Tableau, you will need to replace the tables in the **Data Source** tab. Select the schema the tables are in and drag the tables with their joint tables.

You should have the following:

Dashboard	Standalone Tables	Joined Tables
ITSM	Incident	With incident and task_SLA, do the following: Left join with NUMBER and DV TASK
HR	Sn_hr_core_case	With sys_user and sn_hr_core_profile, do the following: Left join with SYS_ID and USER
ITOM/ITAM	Cmdb_ci	With cmdb_ci and incident, do the following: Inner join with SYS_ID + CMDB_CI
CSM	Sn_customer_service_case Customer_account	With sn_customer_service_case and task_SLA, do the following: Left join with NUMBER and DV TASK

2

Move **databases.xml** into the Agent's **conf** folder i.e. <Perspectium_Replicator_Agent_Installed_Directory>/conf

Then, in databases.xml, you will need to change the following values in the **<database_type>oracle</database_type>** section:

Old Value	New Value
NCLOB	NVARCHAR2(2000)
BINARY_DOUBLE	NUMBER(15\,2)

Snippet of databases.xml:

```
<database>
  <database_type>oracle</database_type>
  <datatypes>
    <mapping sn_type="4" db_type="-5">NUMBER(38)</mapping>
    <mapping sn_type="6" db_type="6">NUMBER(15\,2)</mapping>

    <mapping sn_type="16" db_type="-15">NCHAR(1)</mapping>

    <mapping sn_type="91" db_type="91">DATE</mapping>
    <mapping sn_type="93" db_type="93">TIMESTAMP</mapping>

    <mapping sn_type="12" db_type="-9">NVARCHAR2</mapping>
    <mapping sn_type="2011" db_type="2011">NVARCHAR2(2000)</mapping>
  </datatypes>

  <can_alter_length/>
  <column_max_size>2000</column_max_size>NVARCHAR2(2000)</column_max_type>
  <column_max_sql_type>2011</column_max_sql_type>
  .
  .
  .

  <column_max_type>
```