

Observer FAQs

What types of data does Observer collect?

Observer collects metrics directly related to the performance of your ServiceNow platform. This performance-related information from ServiceNow's [stats.do](#) and [xmlstats.do](#) data is collected from the **sys_cluster_state** table's **stats** field. Additionally, sizing and growth metrics on specific system tables are collected to ensure that their growth is being monitored. The data collected does not include any customer-specific information.

How does Observer collect this data?

The Observer Application installs Scheduled Script Jobs that poll the **sys_cluster_state** table and execute aggregates on specific system tables. The data is collected into the Outbound queue table (**psp_out_message**), and a separate Scheduled Script Job queries this table to be POSTed to the assigned Perspective MBS (Message Broker Service). The POST is done using SSL-enabled HTTP POSTS with the message broker service credentials supplied as HTTP headers.

How is data stored in Observer?

Observer stores its monitoring, alert, and trending data in a secure cloud database that can only be accessed by the Observer UI to render and display. No customer specific or sensitive data is stored.