Use Observer

After logging into Observer, your default landing page will be the **Overview** page. The Overview page displays various trend group charts that have aggregated metrics data from your ServiceNow instance in real time. The default metrics collected from your ServiceNow instance by Observer is detailed below:

Metric	Description
Active SQL Statements	Currently active SQL statements ran against the instance
Active User Roles	Active users with a particular user role in the instance
Application Access Count	Number of times applications/tables are accessed
Approval of Closed Tasks	Closed tasks that require approval
Approver is deactivated	Tasks that have approvers that are inactive
Available DB Connections	Available DB connections for the instance to use
Caller is Deactivated on Incidents	Incidents where the selected callers are inactive
Client Network Time	Average network response time to clients (users) over specific time intervals
CPU Load Average	CPU load averages for server instance is running on over specific time intervals
Customer Updates	Customer updates (sys_update_xml) recently processed
Email Queue	Messages in the email queue to be processed
External User Accounts	User accounts in the instance created externally
Import Set Queue	Records in the import set queue
Import Set Run Queue 60s	Records currently being run by import set queue
Inactive Users	Inactive users in the system
Local User Accounts	User accounts created locally in ServiceNow (not through an external source)
Logged in Sessions	Logged in sessions to the instance, broken down on average and by node
Num Free Semaphores	Number of free semaphores available to the instance
Open Tasks with Assigned to Deactivated	Open tasks with an assigned to user that is inactive
Percent Free Memory of Max	Percent free of the total memory available to the instance
Scheduler is Running	If the scheduler is running on the instance's node
Scheduler Mean Queue Age	Mean of how old jobs are in the scheduler queue to be executed
Scheduler Queue Length	Jobs in the scheduler queue to be run
Scheduler Total Jobs	Scheduled jobs running on the node
Scheduler Worker Count	Workers available on the node to execute jobs
Scheduler Worker Running Count	Workers on the node currently executing jobs
Server Response Time	Average server response time to clients (users) over specific time intervals
Servlet Active Sessions	Active sessions with servlets
Servlet Errors Handled	Errors generated by servlets that have been handled
Servlet Processor Transactions	Servlet transactions handled by processor
Servlet Transactions	Servlet transactions completed
SQL Queries	Averaged number of SQL queries ran against the instance

SQL Response Times	Averaged response times of SQL queries ran against the instance
SQL Total	Total of all SQL actions
System Load Average	Average load in system at a point in time
Worker Queue	Scheduled jobs to be executed
Worker Queue Mean Duration	Mean duration of times to complete scheduled jobs

Using the Observer pages

Using the Observer Overview page

Using the Observer Monitor page

Using the Observer Problems page

Using the Observer Top Ten page

Similar topics

- Observer for ServiceNow
- Get started with Observer
- Configure your Observer settings
- Configure your general preferences
- Configure alert notification emails

Contact Perspectium Support

US: **1 888 620 8880**

UK: **44 208 068 5953**

support@perspectium.com