Insight 101

Welcome to the Insight 101 tutorial!

This is a hands-on tutorial. You’ll be setting up your Insight environment and trying it out, as we take you on a tour of the basic concepts in Insight. Along the way, we will highlight some of the key features and point you to a number of helpful resources. You will need your own Jira server instance to run this tutorial.

Are you ready? We’re about to get started!

Ah, so you don't know Jira that well. We recommend you to get acquainted with Jira before taking this tutorial. Why don’t you start here instead. You are welcome back at any time when you want to try out Insight.

Maybe you want to watch some great videos on Jira?

| Jira Core | Jira Software | Jira Service Desk |

Running this tutorial
Before going through this tutorial, we recommend you to spend a few minutes studying the Insight Concepts - it will make your journey more insightful.

This tutorial will teach you about the basic concepts in Insight. It is ideal for someone who is evaluating Insight for purchase, or just anyone interested in learning more about Insight. You will need to have Jira administrative permissions to complete all steps of this tutorial.

We strongly recommend that you do each of the stages in order. It will take about 60 minutes to complete this entire tutorial. However, you can stop after any stage and resume later, if you don’t have time to complete the tutorial all at once.

Getting a head start with Jira and Insight
In case you fall short of time to go through the Insight 101 tutorial, you can create data for Jira and Insight by creating a Jira project with sample data based on Insight's ITSM Project template.

See Getting started with the ITSM template for complete details.

If you don’t want to create a new Jira project from scratch with related schemes (workflow, screens, permissions etc.), you can simply import this Object Schema into your Insight installation - It is the same schema that you end up creating after you complete the tutorial. You can then explore other Insight features with this imported schema.

Let’s get started >>

So what is a 101 anyway?
In US universities a "101" course is a general course that is often used as an introduction to a particular subject area - it covers the basics, and gives you a taste of what you’re in for... just like this tutorial!