Red Hat Developer Hub 1.8

Adoption Insights in Red Hat Developer Hub

Delivering detailed analytics on adoption and engagement within your internal developer portal

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Delivering detailed analytics on adoption and engagement within your internal developer portal

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Abstract

As a platform engineer, you can configure Adoption Insights in Red Hat Developer Hub (RHDH) to visualize key metrics and trends to get information about the usage of RHDH in your organization.

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CHAPTER 1. ADOPTION INSIGHTS

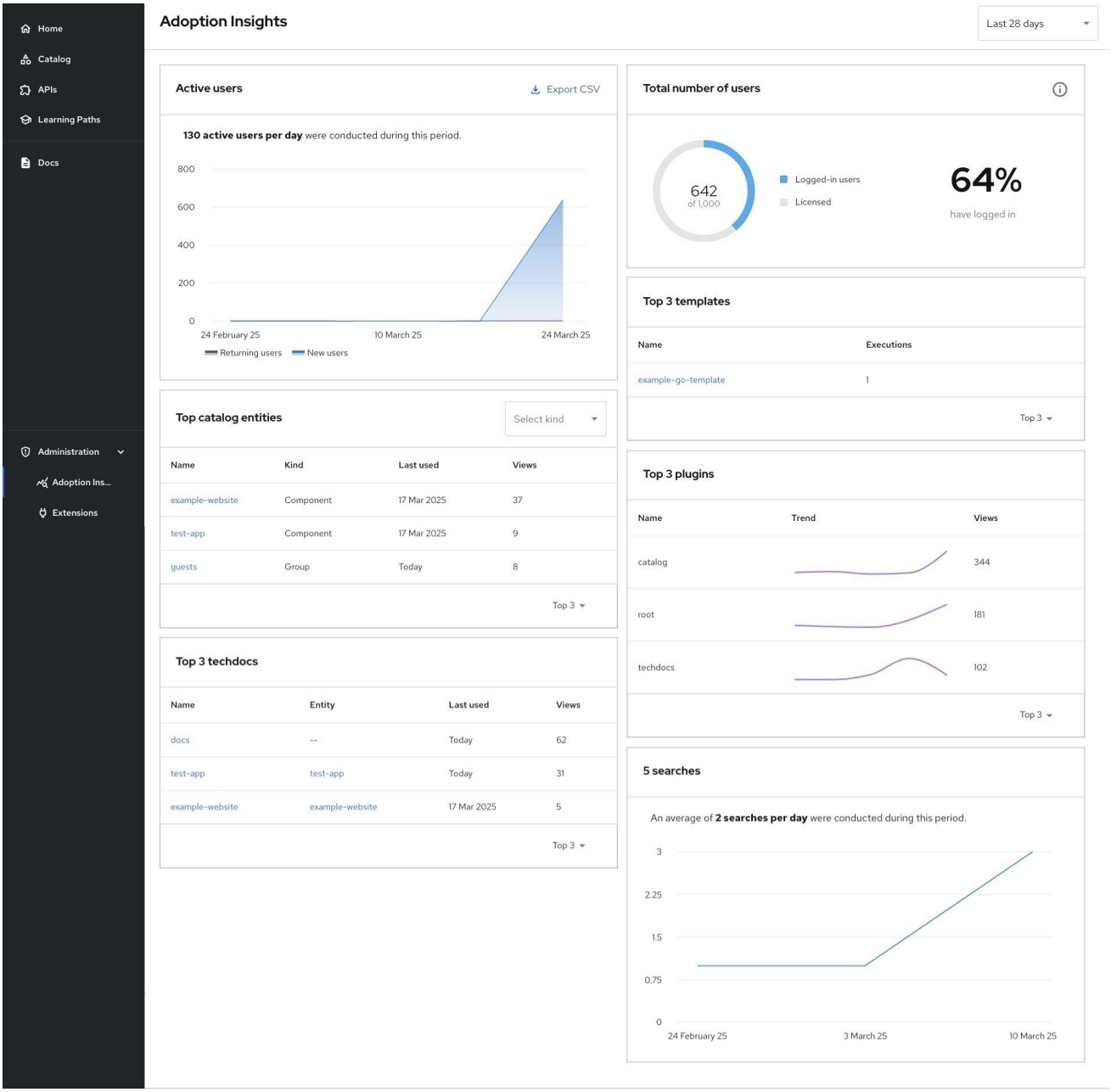
The Red Hat Developer Hub instance includes the Adoption Insights plugin preinstalled and enabled by default.

As organizations generate an increasing number of data events, there is a growing need for detailed insights into the adoption and engagement metrics of the internal developer portal. These insights help platform engineers make data-driven decisions to improve its performance, usability, and translate them into actionable insights.

You can use Adoption Insights in Red Hat Developer Hub to visualize key metrics and trends to get information about the usage of Developer Hub in your organization. The information provided by Adoption Insights in Developer Hub helps you pinpoint areas of improvement, highlights popular features, and evaluates progress toward adoption goals. You can also monitor user growth against licensed users and identify trends over time.

The Adoption Insights dashboard in Developer Hub includes the following cards:

- **Active users**
- **Total number of users**
- **Top catalog entities**
- **Top 3 templates**
- **Top 3 techdocs**
- **Top 3 plugins**
- **Portal searches**



1.1. CONFIGURING THE ADOPTION INSIGHTS PLUGIN IN RED HAT DEVELOPER HUB

The Adoption Insights plugin is preinstalled and enabled on a Developer Hub instance by default. You can disable or enable the Adoption Insights plugin and change other parameters, by configuring the **app-config** ConfigMap, which is created by the Red Hat Developer Hub Helm chart or Operator.

IMPORTANT

If you previously used the Developer Preview of the Adoption Insights plugin and enabled the plugin manually, you must remove those earlier plugins as they are no longer required, and Adoption Insights is enabled by default.

In your dynamic plugins ConfigMap, for example: **dynamic-plugins-rhdh.yaml**, remove the references to **red-hat-developer-hub-backstage-plugin-adoption-insights**, **red-hat-developer-hub-backstage-plugin-adoption-insights-backend**, and **red-hat-developer-hub-backstage-plugin-analytics-module-adoption-insights**. Additionally update the **package.disabled** value of the **backstage-community-plugin-analytics-provider-segment** plugin to **false** as shown in the following example:

dynamic-plugins.yaml fragment

```
plugins:
  - package: ./dynamic-plugins/dist/backstage-community-plugin-analytics-provider-segment
    disabled: false
```

1.2. CUSTOMIZING THE ADOPTION INSIGHTS PLUGIN IN RED HAT DEVELOPER HUB

You can customize the Adoption Insights plugin to suit your needs by disabling or re-enabling it, and adjusting other settings as needed.

Procedure

- To customize **maxBufferSize**, **flushInterval**, **debug**, and **licensedUsers** in the Adoption Insights plugin, in your Red Hat Developer Hub **app-config.yaml** file, update the relevant settings as shown in the following code:

```
app:
  analytics:
    adoptionInsights:
      maxBufferSize: _<maximum_buffer_size>_ 1
      flushInterval: _<flush_interval>_ 2
      debug: _<debug_value>_ 3
      licensedUsers: _<licensed_users>_ 4
```

1. (Optional) Specifies the maximum buffer size for event batching. The default value is **20**.
2. (Optional) Specifies the flush interval in milliseconds for event batching. The default value is **5000ms**.
3. (Optional) The default value is **false**.
4. (Optional) Specifies the maximum number of licensed users who can access the RHDH instance. The default value is **100**.

- To disable the Adoption Insights plugin, in your dynamic plugins ConfigMap, for example **dynamic-plugins-rhdh.yaml** file, update the **package.disabled** value of the plugin to **true** as shown in the following example:

```
  - package: ./dynamic-plugins/dist/red-hat-developer-hub-backstage-plugin-adoption-insights
    disabled: true
  - package: ./dynamic-plugins/dist/red-hat-developer-hub-backstage-plugin-adoption-insights-backend-dynamic
    disabled: true
  - package: ./dynamic-plugins/dist/red-hat-developer-hub-backstage-plugin-analytics-module-adoption-insights-dynamic
    disabled: true
```

- Optional: Configure the required RBAC permission for the users who are not administrators as shown in the following example:

```
p, role:default/_<your_team>_, adoption-insights.events.read, read, allow
g, user:default/_<your_user>_, role:default/_<your_team>_
```

  See Permission policies in Red Hat Developer Hub .

1.3. USING ADOPTION INSIGHTS IN RED HAT DEVELOPER HUB

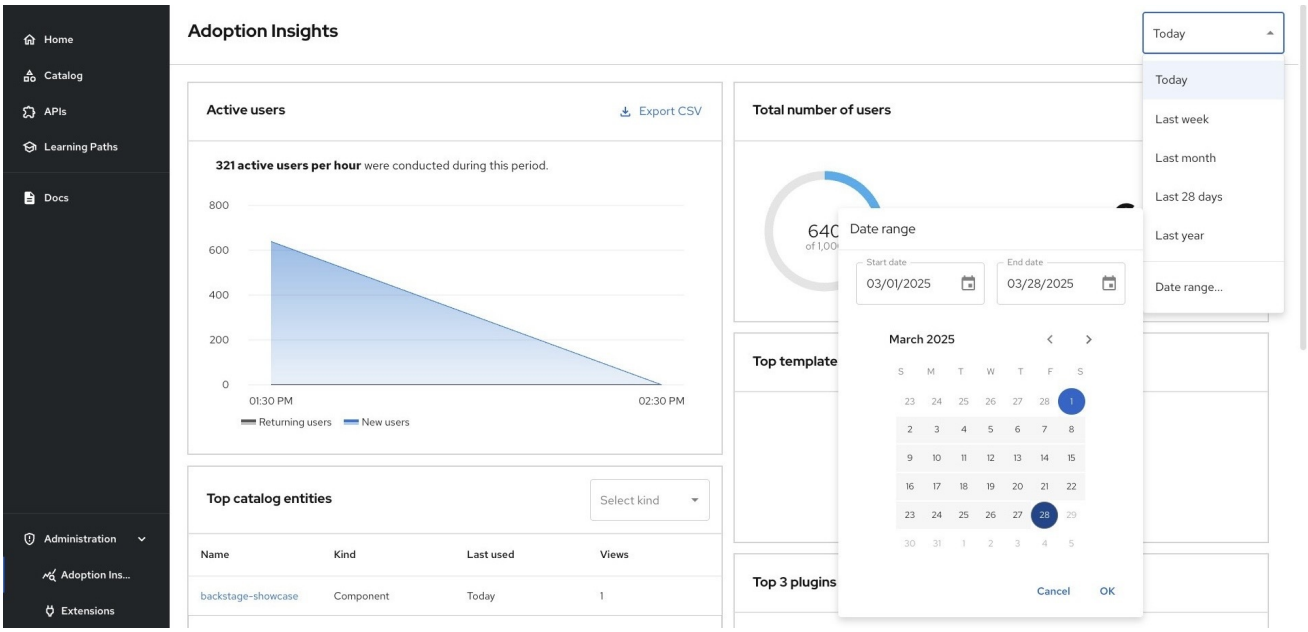
In the Developer Hub application, on the navigation menu, click **Administration → Adoption Insights**

1.3.1. Setting the duration of data metrics

You can set the data metrics duration using any of the time ranges, such as **Today**, **Last week**, **Last month**, **Last 28 days** (default), **Last year**, or **Date range...**.

Procedure

1. On the top of the screen, click the dropdown list to display the choices.
2. Select the duration choice for which you want to see the data metrics.

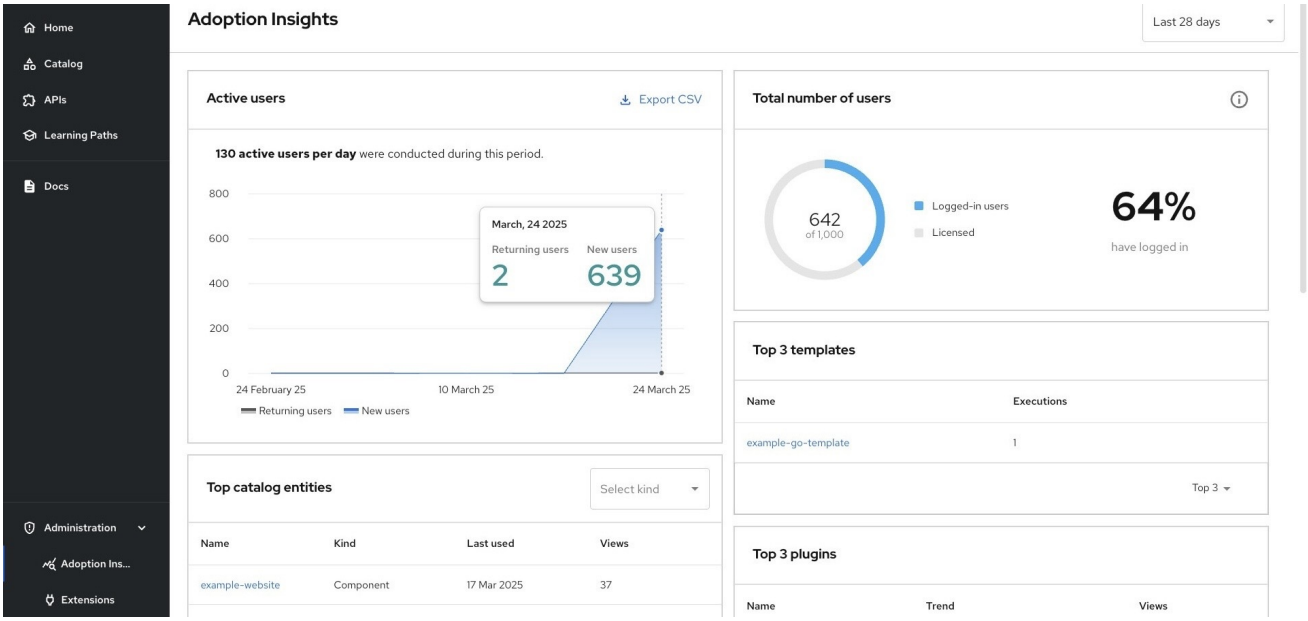


1.4. VIEWING THE ADOPTION INSIGHTS CARD

1.4.1. Viewing the active users

The **Active users** card displays the total number of active users over a specified date and time period. You can export the user data in a .csv format.

- **Returning users**: Existing users who have logged into Developer Hub previously
- **New users**: New users who have registered and logged into Developer Hub for the first time



Procedure

- To view the list of active users in your Red Hat Developer Hub instance, go to **Administration → Adoption Insights**, see the **Active users** card.
- To view the exact number of users for a particular day, hover over the corresponding date in the **Active users** card.
- To export the user data in a .csv format, click the **Export CSV** link.

1.4.2. Viewing the total number of users

This card displays the total number of users that have license to use Red Hat Developer Hub. It also provides a comparison of the number of **Logged-in users** and **Licensed users** in numeric and percentage form.

- **Logged-in users**: Total number of users, including licensed and unlicensed users, currently logged in to Developer Hub.
- **Licensed users**: Total number of licensed users logged in to Developer Hub. You can set the target for the number of licensed users in your Developer Hub **app-config.yaml** file.

Procedure

- To view the total number of users in your Developer Hub instance in numeric and percentage forms, go to **Administration → Adoption Insights**and see the **Total number of users** card.

- To view a percentage representation of the total number of logged-in users among the total number of licensed users, hover over the tooltip in the **Total number of users** card.

1.4.3. Viewing the top catalog entities

This card lists the most viewed catalog entities (like components, APIs, and so on) and documentation entries, including usage statistics, in a table.

Each item displays the following details:

- **Name**: Name of the catalog
- **Kind**: Type of the catalog
- **Last used**: The last time the catalog was used
- **Views**: The number of times the catalog was viewed

Procedure

- To view the most commonly used catalog entities in your Developer Hub instance, go to **Administration → Adoption Insights** and see the **Top catalog entities** card.
- To know more about the displayed catalog entity, hover over the catalog entity name.

1.4.4. Viewing the top 3 templates

This card lists the three most commonly used templates in a table. You can click the down arrow next to **3 rows** to view the full list of the commonly used templates.

- **Name**: Name of the template
- **Mostly in use by**: Type of user using this template most frequently
- **Executions**: Number of times this template was used

Procedure

- To view the most commonly used templates in your Developer Hub instance, go to **Administration → Adoption Insights** and see the **Top 3 templates** card.
- To know more about the displayed template, hover over the template name.

1.4.5. Viewing the top 3 techdocs

This card lists the most viewed documentation entries, including the total views, in a table.

- **Name**: Title of the document
- **Entity**: Type of document
- **Last used**: The last time the document was viewed
- **Views**: Number of times the document was visited

Procedure

- To view the most commonly used templates in your Developer Hub instance, go to **Administration → Adoption Insights** and see the **Top 3 techdocs** card.
- To know more about the displayed techdocs, hover over the name of the techdoc.

1.4.6. Viewing the top 3 plugins

This card lists the three most commonly used plugins in a table. You can click the down arrow next to **3 rows** to view the full list of the commonly used plugins.

- **Name**: Name of the plugin
- **Trend**: Popularity of the plugin as a graph
- **Views**: Number of times this plugin was seen

Procedure

- To view the most commonly used plugins and the plugin page visit trends in your Developer Hub instance, go to **Administration → Adoption Insights** and see the **Top 3 plugins** card.
- To know more about the displayed plugin, hover over the plugin name.

1.5. MODIFYING THE NUMBER OF DISPLAYED RECORDS

You can modify the number of displayed records in Adoption Insights for the following cards.

- **Top catalog entities**
- **Top 3 templates**
- **Top 3 techdocs**
- **Top 3 plugins**

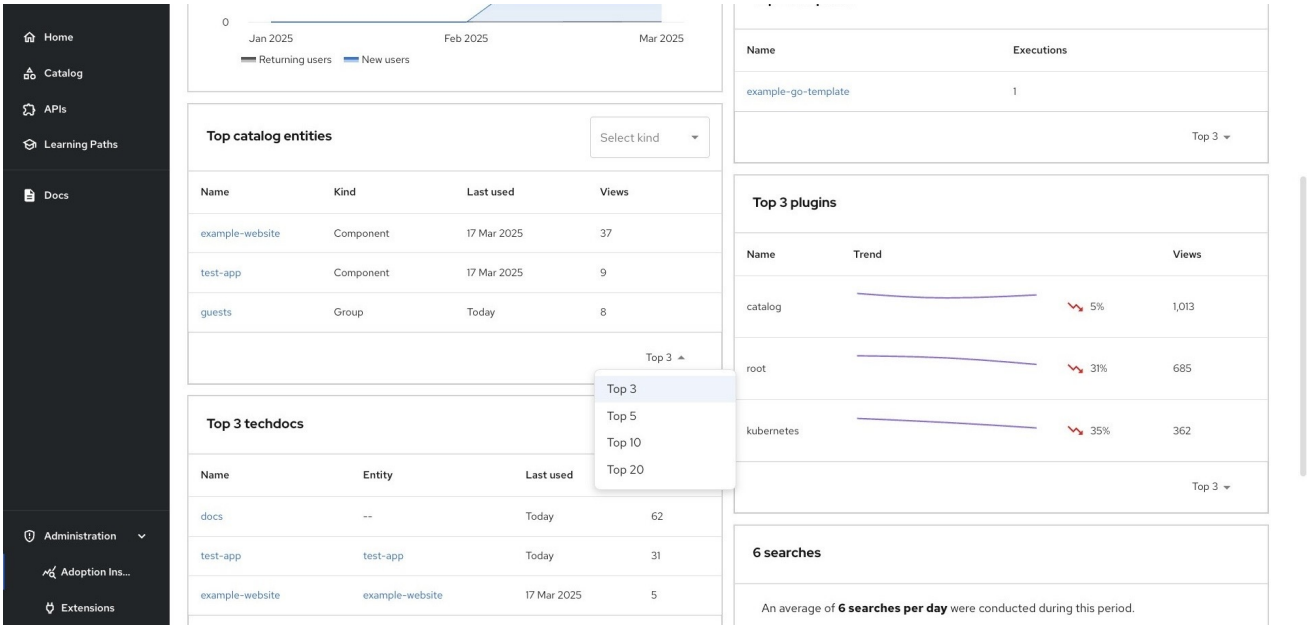
You can select any of the following number of records for display:

- **Top 3**
- **Top 5**
- **Top 10**
- **Top 20**

By default, the top three most viewed catalog entities are displayed.

Procedure

- Go to **Administration → Adoption Insights** and click the **Down** arrow next to **3 rows** to change the number of displayed records.



1.6. FILTERING RECORDS TO DISPLAY SPECIFIC CATALOG ENTITIES IN TOP CATALOG ENTITIES

You can use the dropdown filter in the title to filter the table display by any of the items. By default, the **Top catalog entities** card displays all of the items in your Developer Hub instance.

Procedure

To view a specific catalog entity in the table, complete the following step:

- Go to **Administration → Adoption Insights**, click the dropdown filter on the **Top catalog entities** card, and select the item that you want to view.

1.7. VIEWING SEARCHES

In the **searches** card, you can view the following data:

- Visualizes the number of portal searches and trends over time as a graph
- Displays the total for the period in the card title
- Clarifies the average number each hour/day/week/month depending on the time period chosen