Quick Start Guide for

Appian Usage Insights

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Introduction

Get started with the Appian Usage Insights application. Configure your collection and reporting environments and analyse your usage.

High Level Architecture

Appian Usage Insights consists of two Appian applications - a Data Collector and a Reporting component. The Appian Usage Insights Data Collector application can be installed on any Appian environment where usage needs to be analysed. Once data has been collected from the environments in scope, an administrator uploads the collected data to a central reporting component for analysis.
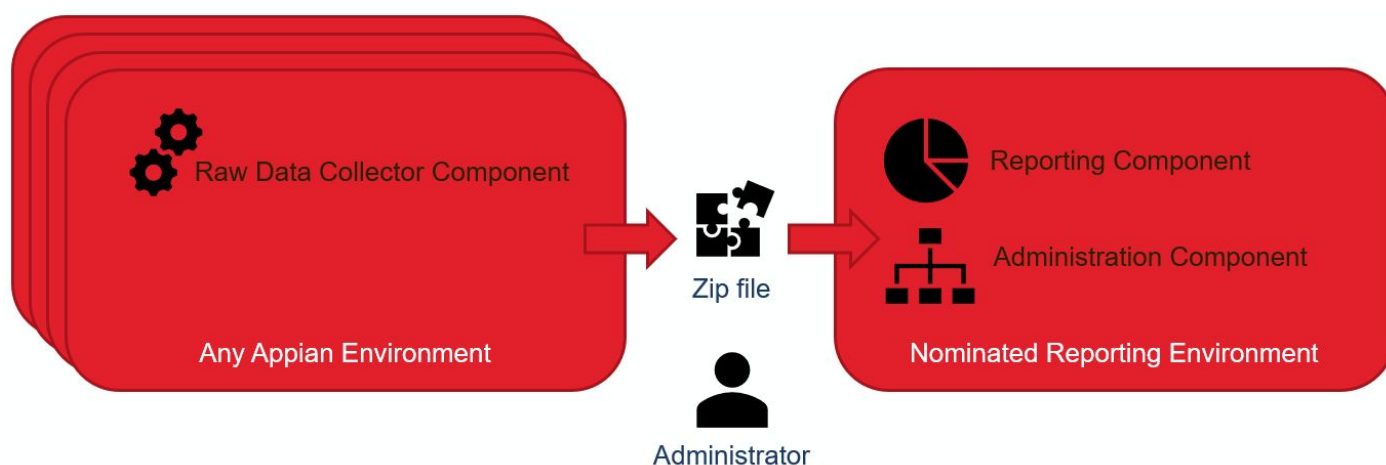
High Level Process

Data is collected from all collection environments and collated within a single reporting component. Business entities and licence pools are configured in the reporting application and analysis run to produce insights into Appian usage.
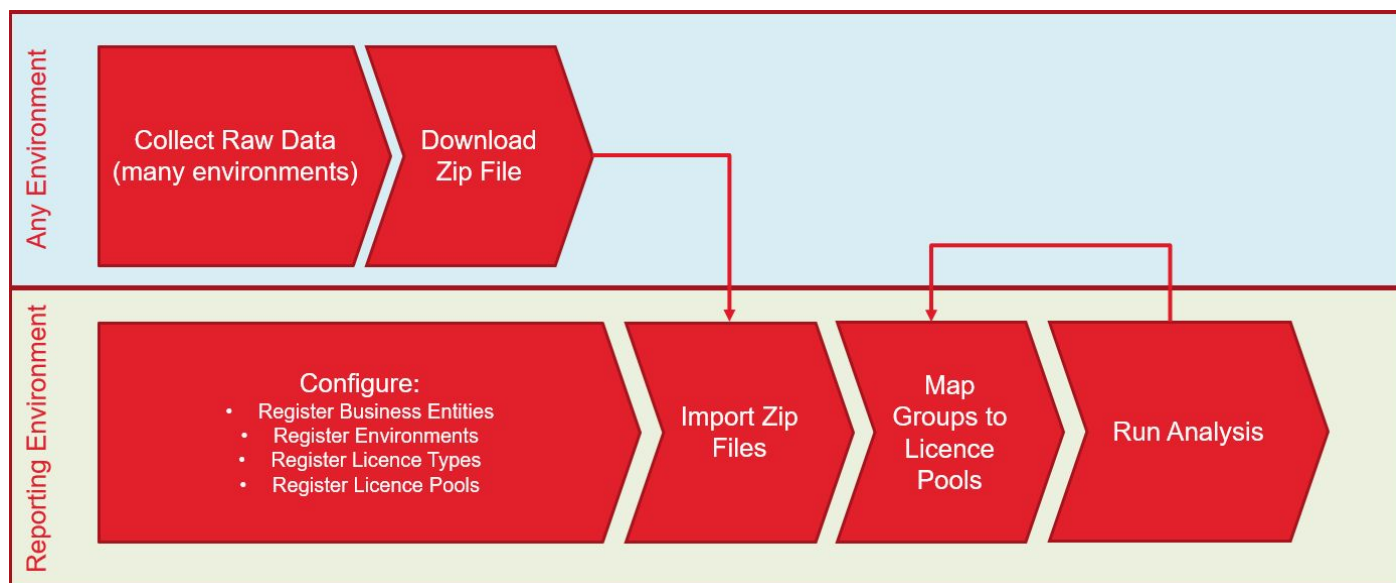
Appian Usage Insights Data Collector Application

The Appian Usage Insights Data Collector application should be installed on any environment that you want to include in your usage analysis. The collector gathers data on Appian user group membership and user logins and produces a data package containing this data.

Run the collector at the same time across all environments and download the collection zip from each, ready to upload to your Appian Usage Insights Reporting application.

Collections can now be automated to run on a schedule, using the Schedule Collection tab.

Appian Usage Insights Reporting Application

The Appian Usage Insights Reporting application should be installed on the environment that you want to use to aggregate and analyse the data from all of your collection environments.

Register Your Environments

Register each environment from which you will be collecting data. This can include the environment on which the reporting application is instal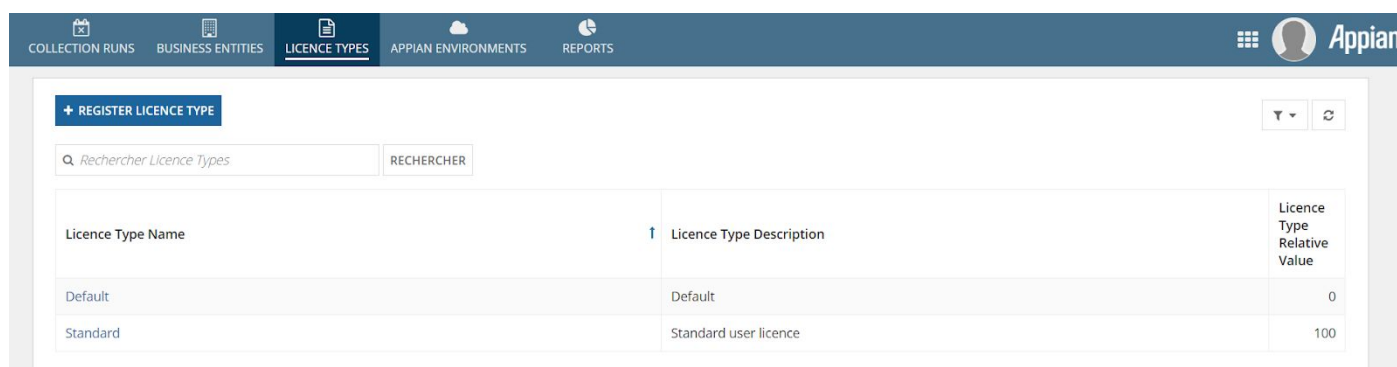led. The environment name you choose must match that used when configuring the Data Collection application on any given environment.
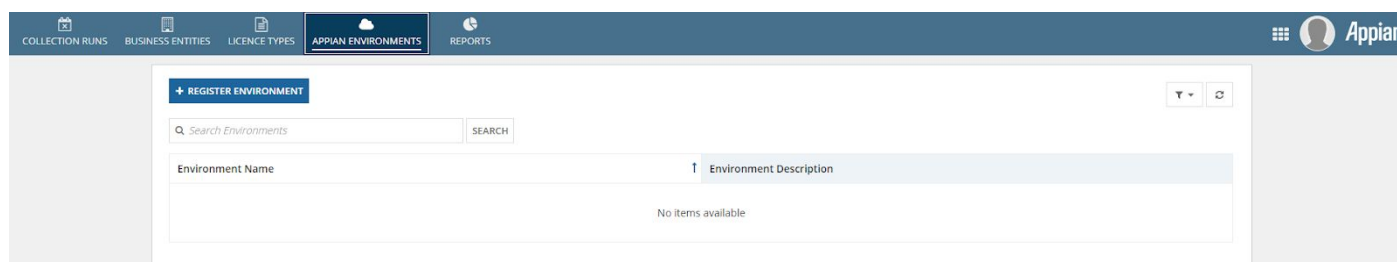
Register Your Licence Types

Configure the licence types that you want to report on.

You may choose to configure one licence type per Appian application, to allow you to view usage at both application level (by licence type) and at business entity level (an aggregation of applications). Alternatively, you can choose the reporting level that works best for your organisation and configure licence types accordingly.

Register Your Business Entities

Configure the business entities to best meet your insight needs. For example, to view usage pooled by department, configure business entities for department.

A default business entity is already configured, which is used by the system when users have not been successfully allocated to any other business entity.

Configure Your Business Entity Licence Pools

Licence pools link business entities and a licence type to Appian groups, which is how users are associated with business entities. At least one licence pool is required for each business entity. Multiple licence pools can be used to model business entities where more than one licence type is in scope.

For example, if you have configured one licence type per application and want to configure a business entity to group several applications that are part of one department, you would configure within the business entity one licence pool for each relevant licence type (application). Note that you can only associate one Appian group with any one licence pool.

Load Your First Collection Run

A collection run loads all the collected data from each collection environment into the reporting application, ready for analysis.

Configure Your Licence Pool Groups

Now that your collection data has been loaded, and before running any analysis on this, you need to configure your licence pools by mapping the groups that best represent each licence pool's user membership.

Return to the Business Entities record and add group mappings for each licence pool. Each Appian group can only be mapped to a single licence pool.

Run Analysis On Your Collection

With the business entities, licence pools and group mappings all configured, return to your Collection record and click on the related action "Run Analysis".

Note that you can only run analysis from the latest uploaded Collection record.
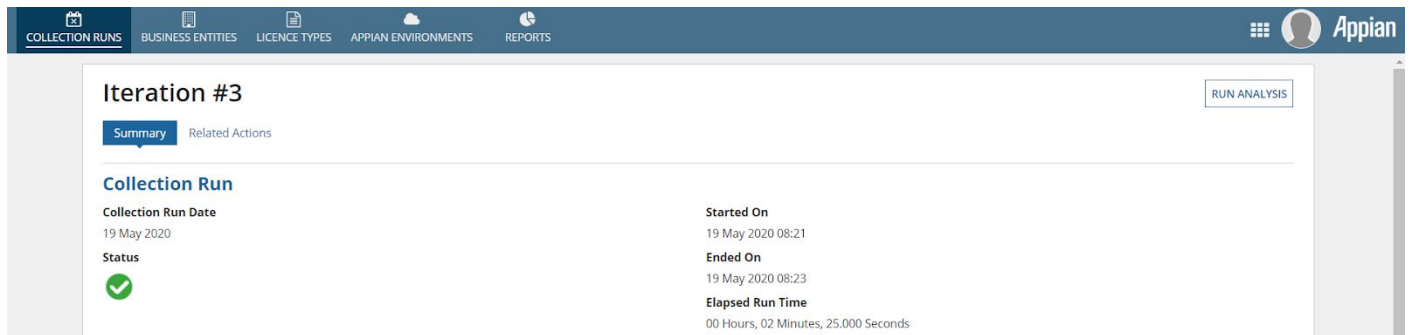
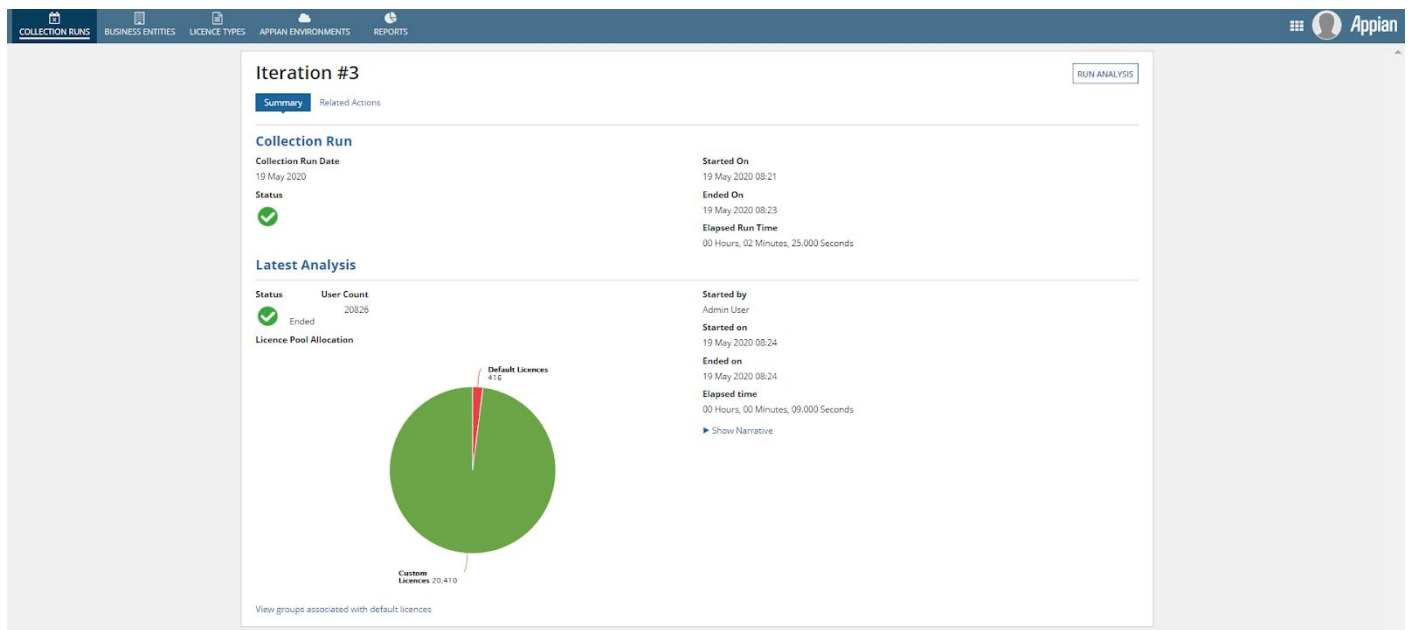When analysis is complete, an overview showing the number of users successfully allocated to the business entities and licence pools that you have configured is displayed.

You should have no users remaining in the default licence pool. Configure your licence pools further and re-run analysis on the same collection until users are correctly allocated.

Analyse Your Usage

Use the reports tab to visualise your Appian usage.
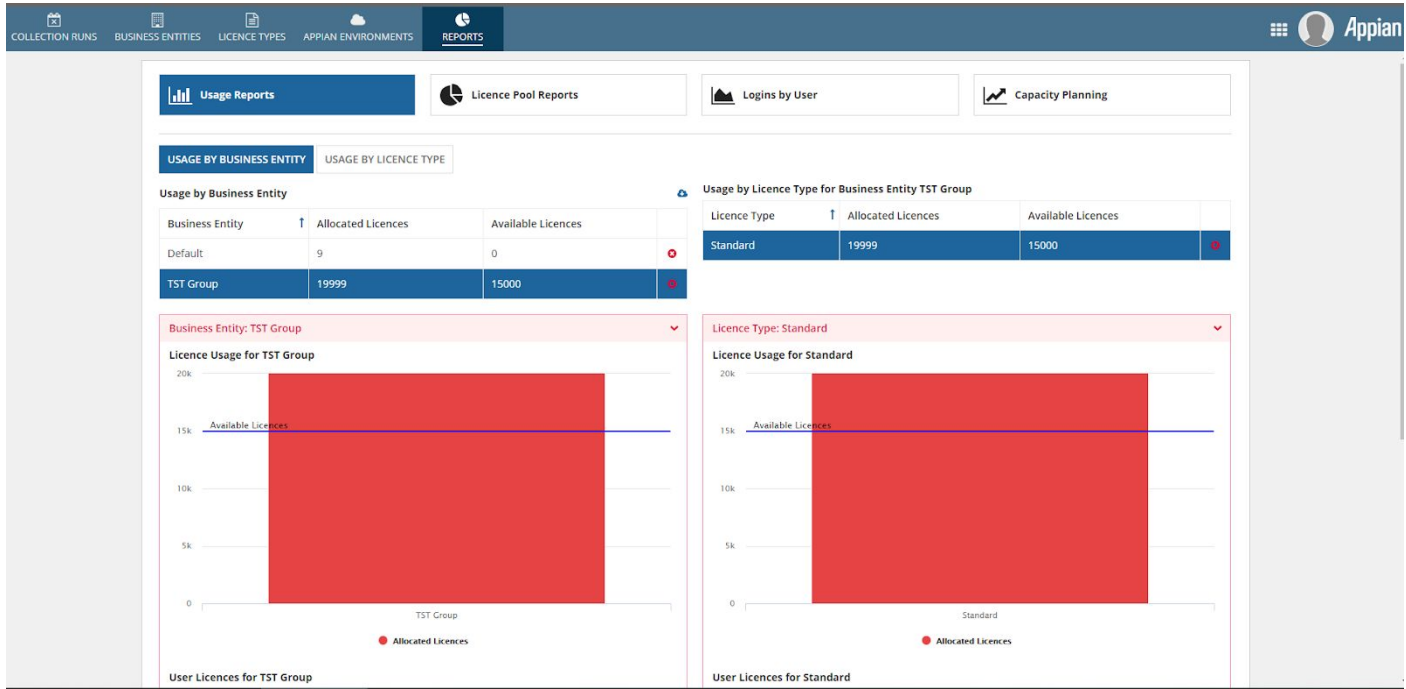
Advanced Licence Configuration

An advanced licence model configuration is supported, allowing administrators to set thresholds for certain types of applications. When users are associated with more than a given threshold of these applications, they are allocated to a different licence pool.

This advanced configuration can be accessed via the "Advanced Licence Config" related action on any custom licence type record.
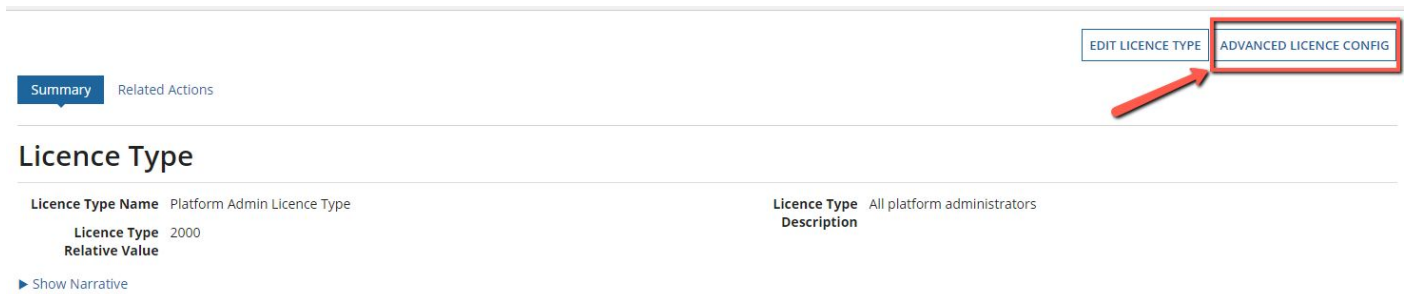
Removing Unused Configurations

Some of the records configured within the Reporting application can be removed if they have not been used.

Business Entity Licence Pools can be deleted (via the Edit Business Entity related action) if they have never been used in an analysis run. Licence pools that have been used cannot be removed, but an

administrator can remove any configured groups from a licence pool and set its allocated licences to zero which will prevent any users from being allocated to it in future analysis.

Business Entities can be deleted (via the Delete related action) if they contain no Licence Pools.

Environments can be set to inactive at any time. When loading the next collection run the deactivated environment will no longer appear, meaning that future collection runs can be completed without having to load data from the deactivated environment.