

Performance Analytics (PA) Advanced

1: Adoption Journey

Objectives: Review the Performance Analytics use case and stakeholder objectives. Identify the three pillars of Performance Analytics: Responsive Business, Service Improvement, and Data Foundation.

Lab:

- Lab 1.1: Analytics for Business Applications

2: Buckets and Scripts

Objectives: Introduce the concept of bucket groups and the process for configuring a bucket group as a breakdown source. Discuss scripts and configure a scripted breakdown mappings. Outline best practices for breakdown data growth management.

Lab:

- Lab 2.1: Bucket Groups
- Lab 2.2: Scripted Breakdown

3: Breakdown Relations and Security

Objectives: Implement advanced use cases for Breakdown categorization and navigation. Configure Indicator, Breakdown, and Breakdown Element-level security options.

Lab:

- Lab 3.1: Breakdown Relations
- Lab 3.2: Breakdown Security

4: Reporting Techniques

Objectives: Build a Database View, include multi datasets in a report, configure drill-downs, add a Redirect URL, leverage an imported Excel document as a report source, and build Report Ranges

Lab:

- Lab 4.1: Database View
- Lab 4.2: Multi Data Sets
- Lab 4.3: Data Sources
- Lab 4.4: Report Ranges

5: Responsive Dashboards

Objectives: Use Interactive Analysis, Configure Interactive Filters, Implement Cascading Filters, Enable Breakdown Dashboards, Use Breakdowns as Interactive Filters, Manage Dashboard Performance and Properties

Lab:

- Lab 5.1: Interactive Dashboards
- Optional Lab 5.2: Interactive Analysis

6: Spotlight

Objectives: Identify key Spotlight capabilities, configure Spotlight Criteria, implement Spotlight reporting, set up Spotlight for Service Monitoring, navigate Spotlight Interactive Analysis

Lab:

- Lab 6.1: Configure Spotlight for Incident Management

7: Analytics on Platform Metric

Objectives: Define Metric Definitions and Metric Instances, review the Metric Instance generation, configure Metric Instance Reporting, build Metric-based Automated Indicators

Lab:

- Lab 7.1: Metric Reporting and Trending

8: Advanced Formula Indicators

Objectives: Identify advanced formula use cases, master Formula Indicator techniques and design Index Indicators

Lab:

- Lab 8.1: Index Indicators

9: Text Analytics

Objectives: Describe the Text Analytics use case. Configure Text Analytics for Performance Analytics Indicators.

Lab :

- Lab 9.1: Text Analytics