ServiceNow Performance Analytics (PA) Fundamentals

Course Description

This technical training is designed to empower participants in effectively managing and optimizing the performance of business processes and services. Through a blend of on-demand lectures and hands-on experiences, attendees will learn to leverage Performance Analytics components, analyze visualizations for early trend identification, and configure metric-rich dashboards. The course covers a range of topics, including Data Collection, Automated Indicators, Breakdowns, Analytics Hub, Formula and Manual Indicators, Targets and Thresholds, as well as Widgets and Dashboards.

Audience

This course is suitable for professionals involved in performance management, business analysis, and system optimization. It is ideal for individuals working with business processes and services seeking to enhance their analytical skills and maximize the value derived from performance data.

Pre-requisite Knowledge/Skills

Participants should have a basic understanding of business processes and data analysis concepts. Familiarity with the ServiceNow platform and Performance Analytics fundamentals is recommended but not mandatory.

Course Objectives

Upon completion of the course, participants will be able to:

- Identify and utilize Performance Analytics components effectively.
- Perform detailed Indicator analysis using the Analytics Hub.
- Create and configure Data Collection jobs for insightful data gathering.
- Configure Indicator Sources and build Automated Indicators for streamlined processes.
- Develop Breakdowns for multidimensional analysis.
- Construct Formula and Manual Indicators for enhanced process inference.
- Make data actionable with Targets and Thresholds.
- Create Widget visualizations and design Dashboards for comprehensive insights

Course Outline

Module 1: Introduction to Performance Analytics

- Overview of Performance Analytics
- Importance and Applications

Module 2: Data Collection

- Understanding Data Collection
- Lab Objectives Review
- Historic Data Collection for Incident Management
- Daily Data Collection for Incident Management
- Incident SLA Data Collection Lab
- Activating Analytics Solution
- Executing Historic Incident SLA Data Collection
- Checking Logs and Viewing Dashboards

Module 3: Automated Indicators

- Automated Indicators Overview
- Lab Objectives Review
- Creating New Automated Indicators
- Verifying Impact on Dashboards
- Creating New Indicator Sources
- Manual Creation of New Indicators
- Adding Breakdowns and Collection Jobs
- On-Demand Collection and Verification in Analytics Hub

Module 4: Automated Breakdowns

- Automated Breakdowns Overview
- Lab Objectives Review
- Breakdown Setup Wizard Task
- Breakdown Configuration Review and Verification
- Manual Breakdown Setup Task
- Collection Task for Indicators with Exclusions
- Reviewing Manage Breakdowns Lab Objectives
- Creating Unmapped Breakdown

- Configuring and Running Collection
- Data Verification Task

Module 5: Analytics Hub

- Analytics Hub Overview

Module 6: Formula and Manual Indicators

- Formula and Manual Indicators Overview
- Reviewing Formula Indicators Lab Objectives
- Configuring Formula Indicators
- Data Verification for Formula Indicators
- Reviewing Manual Indicators Lab Objectives
- Creating New Manual Indicators
- Creating New Formula Indicators
- Manual Breakdown Implementation

Module 7: Targets and Thresholds

- Targets and Thresholds Overview
- Reviewing Targets Lab Objectives
- Creating Targets
- Viewing and Modifying Targets
- Exploring Target Gaps
- Target Check Job
- Reviewing Thresholds Lab Objectives
- Creating Personal Thresholds
- Creating Global Thresholds
- Triggering PA Threshold Checker

Module 8: Widgets and Dashboards

- Widgets and Dashboards Overview
- Reviewing Widgets and Dashboards Lab Objectives
- Creating a New Dashboard
- Adding Dashboard Content
- Dashboard Customization
- Creating New Tabs and Widgets
- Incorporating Additional Widget Indicators

- Dashboard Sharing
- Reviewing Dashboard Filtering Lab Objectives
- Breakdown Source Setup
- Widget Filter Configuration
- Implementing Widget Filtering
- Report Widget Configuration
- Interactive Filters
- Report Filtering