SERVICENOW PLATFORM ANALYTICS (PA) ADVANCED

Course Code: 821280

Take Performance Analytics to the next level.

Performance Analytics enables the monitoring, trending, and proactive improvement of business services using key performance indicators (KPIs) and metrics viewed in role-based dashboards.

This 2-day training builds upon the knowledge obtained in the Performance Analytics Fundamentals course. Here you continue to build a solid analytics data foundation, model key business process indicators, and design compelling dashboards to help drive service delivery quality and efficiency.

What You'll Learn

The following topics are discussed using a mix of labs and lecture:

- Review the Performance Analytics Adoption Journey
- Build Bucket Groups and Breakdown Relations
- Configure Scripts for Indicator Aggregates, Buckets, and Mappings
- Apply advanced reporting techniques for impactful data summaries
- Launch and navigate Interactive Analysis
- Apply Spotlight to identify high priority work
- Build Indicators using Platform Metrics
- Implement advanced formula techniques and build Index Indicators
- Set up Text Analytics

Who Needs to Attend

This course is designed for experienced Performance Analytics Administrators and Power Users who already administer and build content for the Reports and Performance Analytics applications.

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CLASSROOM LIVE	$2,850 CAD	2 Day

Classroom Live Outline

Module 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 work:

- Lab 1.1: Analytics for Business Applications

Module 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 work:

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

Module 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 work:

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

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

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

Module 6: Spotlight

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

Lab work:
- Lab 6.1: Configure Spotlight for Incident Management

Module 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 work:
- Lab 7.1: Metric Reporting and Trending

Module 8: Advanced Formula Indicators

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

Lab work:
- Lab 8.1: Index Indicators

Module 9: Text Analytics

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

Lab work:
- Lab 9.1: Text Analytics

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VIRTUAL CLASSROOM LIVE	$2,850 CAD	2 Day

Virtual Classroom Live Outline

Module 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 work:

- Lab 1.1: Analytics for Business Applications

Module 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 work:

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

Module 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 work:

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

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

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

Module 6: Spotlight

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

Lab work:
- Lab 6.1: Configure Spotlight for Incident Management

Module 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 work:
- Lab 7.1: Metric Reporting and Trending

Module 8: Advanced Formula Indicators

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

Lab work:
- Lab 8.1: Index Indicators

Module 9: Text Analytics

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

Lab work:
- Lab 9.1: Text Analytics

Dec 11 - 12, 2025 | 9:00 AM - 5:00 PM CST

Jan 22 - 23, 2026 | 9:00 AM - 5:00 PM CST

Mar 12 - 13, 2026 | 9:00 AM - 5:00 PM CDT

Apr 16 - 17, 2026 | 9:00 AM - 5:00 PM CDT

Jun 16 - 17, 2026 | 9:00 AM - 5:00 PM CDT

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ON-DEMAND	$0 CAD

On-Demand Outline

Instance Help

Adoption Journey

- Adoption Journey

Bucket Groups and Scripts

- Bucket Groups and Scripts

Breakdown Relations and Security

- Breakdown Relations and Security

Advanced Reporting Techniques

- Reporting Techniques

Responsive Dashboards

- Responsive Dashboards

Spotlight

- Spotlight

Metric Analytics

- Analytics on Platform Metrics

Formula and Index Indicators

- Advanced Formula Indicators

Text Analytics

- Text Analytics

Platform Analytics Workspace

Certified Application Specialist – Performance Analytics Voucher Info

On-Demand Labs

- LAB: Analytics for Custom Applications Lab
- LAB: Bucket Groups
- LAB: Scripted Breakdown Mapping
- LAB: Breakdown Relations
- LAB: Breakdown Security
- LAB: Database Views, Data Sets, and Redirect URLs
- LAB: Report Sources and Excel File Import
- LAB: Report Ranges
- LAB: Visualize Customer Satisfaction
- LAB: Spotlight for Incident Management
- LAB: Metric Reporting and Trending
- LAB: Index Indicators
- LAB: Text Analytics

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PRIVATE GROUP TRAINING	2 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.