

# 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

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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

May 29 - 30, 2025 | 9:00 AM - 5:00 PM CDT

Jun 12 - 13, 2025 | 9:00 AM - 5:00 PM CDT

# SERVICENOW PLATFORM ANALYTICS (PA) ADVANCED

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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](http://www.globalknowledge.com) or call us at 1-866-716-6688.

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