

ServiceNow Platform Analytics Fundamentals

Duration: 365 Days **Course Code: SNPAF** **Delivery Method: Elearning (Self-paced)**

Overview:

During this two-day interactive training course, attendees will learn best practices for using and administering the premium ServiceNow Platform Analytics application.

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

Target Audience:

This course is designed for Platform Analytics Administrators and Power Users who plan to administer the Platform Analytics application. Service owners who plan to develop requirements and specifications for Indicator and Dashboard creation may also benefit from this course.

Prerequisites:

- Attendees should have completed the ServiceNow Fundamentals course and have some experience with ServiceNow; advanced experience is not necessary.
- A high-level overview of the Performance Analytics architecture, components, data flow, stakeholders, and deployment process is required to get the most out of the Platform Analytics Fundamentals class. New Platform Analytics users should complete the Performance Analytics Overview a self-paced, on-demand eLearning.
- SNF - ServiceNow Fundamentals

Follow-on-Courses:

- SNPAA - ServiceNow Platform Analytics Advanced

Content:

A combination of course content and lab work helps attendees learn to:

- Use Platform Analytics Visualizations including Scorecards, Dashboards, Time Series, Targets, and Forecasts
- Explore the Platform Analytics data structure
- Manage Platform Analytics Roles
- Generate Automated Indicators
- Build Formula Indicators
- Construct Breakdowns, Elements Filters, and Bucket Groups
- Set up Data Collector Jobs
- Work with Dashboards and Data Visualizations

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

training@globalknowledge.ae

www.globalknowledge.com/en-ae/

Global Knowledge, Dubai Knowledge Village, Block 2A, First Floor, Office F68, Dubai, UAE