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ServiceNow Platform Analytics Advanced

Duration: 2 Days   Course Code: SNPAA   Delivery Method: Virtual Learning

Overview:

This two-day training builds upon the knowledge obtained in the Platform Analytics Fundamentals course. Here you apply advanced reporting, platform analytics, and application administration skills to take your historic trends and measurements to the next level.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Objectives:

- Learn how to apply advanced reporting, platform analytics, and application administration skills.
- Take your historic trends and measurements to the next level.

Prerequisites:

- Attendees should have completed the Platform Analytics Fundamentals course (or equivalent) and have some experience with ServiceNow; advanced experience is not necessary.
- A high-level overview of the Platform Analytics architecture, components, data flow, stakeholders, and deployment process is required to get the most out of the Platform Analytics Advanced class. Users should complete the Platform Analytics Fundamentals Review a self-paced, on-demand eLearning prior to attending the advanced class.
- SNF - ServiceNow Fundamentals + Exam
- SNPAF - ServiceNow Platform Analytics Fundamentals + Exam

Content:

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

- Understanding the Platform Analytics Adoption Journey
- Identify different Analytics Workspace components
- Understanding Scripts in Indicator Aggregates, Buckets, and Mappings
- Restricting Breakdown Element visibility with Allow List and Deny List
- Using various types of data sources to build data visualization in Platform Analytics
- Use Advanced data visualization techniques for impactful data summaries
- Building of more interactive dashboard in the Analytics Center
- Create Filters using data sources and apply them to various Visualizations
- Using Spotlight to identify high-priority work
- Leveraging Metrics for Reporting and Metric Based Indicators
- Applying Formula Indicator Techniques
- Configuring Index Indicators and External Indicators
- Mastering Analytics best practices and use cases for complex scenarios
- Deploying Analytics solutions, performing diagnostics, and system administration

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/