

ServiceNow Platform Analytics Fundamentals

Duration: 2 Days **Course Code: SNPAF**

Overview:

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

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:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans