

## ServiceNow Platform Analytics Advanced

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

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### 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.

#### Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

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### Objectives:

- Learn how to apply advanced reporting, platform analytics, and application administration skills.
  - Take your historic trends and measurements to the next level.
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### 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 + Examen
  - SNPAF - ServiceNow Platform Analytics Fundamentals
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## 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

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## Further Information:

For More information, or to book your course, please call us on 030 - 60 89 444

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[www.globalknowledge.com/nl-nl/](http://www.globalknowledge.com/nl-nl/)

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