

## ServiceNow Platform Analytics Fundamentals

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

### Overview:

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

#### 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.

### 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.
- SNSAF - ServiceNow Administration 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

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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