

Platform Analytics (PA) Advanced

OEM: ServiceNow • Duration: 2 Days (16 hrs) • Code: PA-ADV

COURSE MODULES & TOPICS

Module 1: Adoption Journey

Objectives

- Review the Platform Analytics use case and stakeholder objectives.
- Identify the three pillars of Platform Analytics: Responsive Business, Service Improvement, and Data Foundation

Lab work

- Lab 1.1.1: Analytics for Custom Applications
- Lab 1.1.2: Breakdown Data Troubleshooting (optional lab)

Module 2: Bucket Groups and Scripts

Objectives

- Introduce the concept of bucket groups and the process for configuring a bucket group as a breakdown source. Discuss scripts and configure scripted breakdown mappings. Outline best practices for breakdown data growth management.

Lab work

- Lab 2.1.1: Bucket Groups and Breakdown Mapping
- Lab 2.2.1: Scripted Indicator with Scripted Breakdown Mapping

Module 3: Breakdown Security and Visibility

Objectives

- Implement advanced use cases for Breakdown categorization and navigation. Configure Indicator, Breakdown, and Breakdown Element-level security options.

Lab work

- Lab 3.1.1: Breakdown Security

Module 4: Advanced Data Sources

Objectives

- Create a Database View to virtually join tables. Create various Data Visualizations in Platform Analytics by using various types of data sources.

Lab work

- Lab 4.1.1: External Data Sources
- Lab 4.2.1: Database Views

Module 5: Spotlight

Objectives

- Identify key Spotlight capabilities, configure Spotlight Criteria, implement Spotlight reporting, set up Spotlight for Service Monitoring, and navigate Spotlight Interactive Analysis.

Lab work

- Lab 5.1.1: Spotlight for Incident Management

Module 6: Analytics on Platform Metrics

Objectives

- Define Metric Definitions and Metric Instances, review the Metric Instance generation, and configure Metric-based Automated Indicators.

Lab work

- Lab 6.1.1: Metric Trending

Module 7: Advanced Formula Indicators

Objectives

- Identify advanced formula use cases, master Formula Indicator techniques, and design Index Indicators.

Lab work

- Lab 7.1.1: Building Index Indicators

Module 8: Dashboards, Visualizations, and Filtering

Objectives

- Build an In-Line Editor Dashboard in Platform Analytics. Add various types of elements and configure the visualizations based on the advanced indicators from the previous sections. Create single, multiple, and cascading filters using various data sources with pre-defined conditions.

Lab work

- Lab 8.1.1: Customer Success Advocate Dashboard
- Lab 8.3.1: Visualize Customer Satisfaction

- Lab 8.3.2: Dashboard Filtering