

# Performance Analytics (PA) Fundamentals (PAF)

ID PAF Price 1,598.— €excl. tax Duration 2 days

## Important notes for the booking of ServiceNow trainings

1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: [Enrol for Instructor Led Training using Learning Credits](#)
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the [ServiceNow Terms and Conditions](#).

## Course Overview

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

## Who should attend

This course is designed for ServiceNow administrators.

## This course is part of the following Certifications

Certified Application Specialist – Performance Analytics (CAS-PA)

## Prerequisites

Attendees should have completed the ServiceNow Fundamentals course and have some experience with ServiceNow; advanced experience is not necessary.

## Course Objectives

Best practices for using and administering the premium ServiceNow Performance Analytics application

## Course Content

A combination of course content and lab work helps attendees learn to:

- Use Performance Analytics Visualizations including: Scorecards, Dashboards, Time Series, Targets, and Forecasts
- Explore the Performance Analytics data structure
- Manage Performance Analytics Roles
- Generate Automated Indicators
- Create Manual Indicators and populate Scoresheets
- Build Formula Indicators
- Construct Breakdowns, Elements Filters, and Bucket Groups
- Set up Data Collector Jobs
- Work with Dashboards and Widgets

# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

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- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

- ✓ Digital Transformation
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