

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **four-day instructor-led training camp, Monday to Thursday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite - Certified System Administrator recommended
- About six months of Platform Analytics project experience recommended

TARGET AUDIENCE

- Platform Analytics administrators and power users
- Service owners defining KPIs
- ServiceNow implementers and BI developers
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Platform Analytics
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique four-day training camp comprised of four days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Platform Analytics (formerly Performance Analytics): architecture and deployment, indicators and indicator sources, breakdowns, data collection, dashboards and visualizations, and administration.

CIS-PA validates the skills to design and deliver KPI-driven analytics on the Now Platform.

This course prepares you for the **ServiceNow CIS - Platform Analytics** exam.

WHAT YOU WILL BE ABLE TO DO

- Explain the Platform Analytics data structure and roles
- Create automated and formula indicators
- Build breakdowns, element filters and bucket groups
- Set up and troubleshoot data collector jobs
- Design dashboards, scorecards, targets and forecasts
- Administer and extend Platform Analytics

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Architecture and Deployment
- Configure Indicators and Indicator Sources
- Configure Breakdowns and Breakdown Sources
- Data Collection
- Data Visualization and Dashboards
- Administration and Advanced Implementation

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

This Implementation Specialist credential

Professional

Certified Technical / Master Architect

Expert programs

COURSE MODULES

01 Architecture and Deployment

10% of exam

- › Topic A: PA architecture
- › Topic B: Content packs
- › Topic C: Deployment

02 Configure Indicators and Indicator Sources

25% of exam

- › Topic A: Automated, formula and manual indicators
- › Topic B: Indicator sources

03 Configure Breakdowns and Breakdown Sources

25% of exam

- › Topic A: Breakdowns and mappings
- › Topic B: Element filters
- › Topic C: Bucket groups

04 Data Collection

10% of exam

- › Topic A: Data collector jobs
- › Topic B: Historic collection
- › Topic C: Troubleshooting

05 Data Visualization and Dashboards

25% of exam

- › Topic A: Dashboards
- › Topic B: Visualizations
- › Topic C: Targets and thresholds

06 Administration and Advanced Implementation

5% of exam

- › Topic A: Roles
- › Topic B: Scripting
- › Topic C: Advanced configuration

TERMS

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