



Analytics for the Enterprise

The Power to Know

Performance Analytics – Insight into Your Organization

ServiceNow® Performance Analytics — an “in-platform” analytics reporting engine — allows you to track key performance indicators (KPIs) over time, so you can better understand how your business is performing. Performance Analytics is designed to work with many of the ServiceNow® Application Suites, such as IT Service Management (ITSM), Human Resources (HR), and Customer Service Management (CSM).

Benefits of Performance Analytics

- Intelligent insights that advance your business through a strategy of continual improvement
- Real-time, data-driven analytics that are automated, secure, and remove the guesswork
- Provides the ability to predict outcomes and provides deep insights into KPI's and metrics
- Output can be used as a source for dashboard data to report real-time measurements

Flexible Enough to Track and Report on non-ServiceNow® Data

Performance Analytics also has the capability of reporting on non-ServiceNow® data derived from sources such as event management tools, automated call distribution systems, and performance measurement tools. Data that is imported into a custom ServiceNow® table can be reported on by Performance Analytics, showing the powerful and flexible capabilities of the module.

Popular Processes Configured for Performance Analytics

Process	Typical Best Practice Key Performance Indicators
Incident Management	<ul style="list-style-type: none"> ■ Number of incidents for the reporting period per priority level ■ Average resolution time for incidents & time elapsed per assignment group ■ Incident-based customer satisfaction survey ratings ■ Incident aging/backlog & percentage or number of change-related incidents
Change Management	<ul style="list-style-type: none"> ■ Percent of successful changes for the reporting period ■ Percent of emergency changes & change-related incidents ■ Incident-based customer satisfaction survey ratings ■ Number of changes for the reporting period per priority level
Request Fulfillment	<ul style="list-style-type: none"> ■ Percentage of requests fulfilled within target time ■ Customer satisfaction rating ■ Average time to fulfill requests
Problem Management	<ul style="list-style-type: none"> ■ Number of problem records for the reporting period per priority level ■ Problem record aging/backlog & average resolution time for investigations ■ Number of problem-resolution-related changes

For more information, please visit www.VSoftConsulting.com/ServiceNow/PA

