

# Performance Analytics Enterprise Framework



## Cloud People's Performance Analytics Enterprise Framework Solves All The Critical Questions Asked About Implementing PA.

ServiceNow Performance Analytics (PA) is the ServiceNow in-platform analytics solution that collects and analyzes application generated data. PA is used to build visual displays that provide IT Executive, IT service-owner and IT service-desk stakeholders with insights into how their specific organization or service is performing.

These insights have a time context which allows stakeholders to:

- *Understand and learn from past IT performance*
  - identify trends & emerging issues
  - pinpoint inefficiencies
- *Quickly identify IT problem areas that need attention now and drive immediate actions*
  - make real-time decisions
  - make data-driven decisions = smarter decisions



## Enterprise Framework for PA Addresses Key Issues Raised By IT Executives

In general, IT executives buy in on the business value provided by PA; however, being able to quickly demonstrate a PA implementation path with defined outcomes, timeframes and cost has typically been a problem. The Cloud People's Enterprise Framework for PA solves this.

Often, IT organizations have no clear idea where to get started and what they want to achieve with PA or they only see part of the analytics picture, usually more focused on operational needs and not on business needs.

### Enterprise Framework



### Executive/Business Level



**For the CIO and IT executives the Enterprise Framework provides an "Executive GPS" layer:**

- How is IT performing and what actions need to be taken now?
- How can I drive continuous improvements in IT and what can I do to speed-up these improvements?

### Service Owner Level



**For Service Managers and Directors the Enterprise Framework provides a "Service GPS" layer:**

- How is my service performing and what needs doing now?
- How is my service being impacted by the performance at the operational layer?

### Operational Performance Level



**The operational performance layer is the foundation of the Enterprise Framework.** It combines the unique features supported by Performance Analytics, such as trending views, persona-based views, etc. within the ITIL processes that comprise ITSM.

### Dashboard Ease Of Use



**The different layers of the Enterprise Framework are designed to be aligned in both directions** so that Executive-level metrics are supported by metrics at the lower levels to ensure alignment.

*For more information about our Performance Analytics offering, please contact us!*



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