Benefits

Prioritize resources
Quickly detect service bottlenecks as they occur and identify areas for improvement.

Improve resolution times
Embedded analytics delivers increased efficiency in incident and problem management processes.

Deliver automation and self-service
Easily identify areas where automation and self-service can increase efficiency and reduce costs.

Drive toward continual service improvement
Pinpoint areas for performance improvement and take action using mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.

Align service with overall business goals
Keep in step with company strategy with deep insight into IT service operations to balance user satisfaction with operating costs.

ServiceNow Performance Analytics for IT Service Management

The IT Service Management Challenge
IT service management (ITSM) is quickly becoming the forefront of IT digital transformation. Organizations have always relied on IT services for conducting day-to-day operations, but today ITSM is challenged to create, adjust, and deliver IT services faster than the speed of business. To compete effectively, IT must quickly and seamlessly identify and remediate the root cause of issues before they turn into large-scale problems. Effective IT service management requires real-time visibility into service performance to optimize service operations and align with overall business goals.

The ServiceNow Solution
ServiceNow® Performance Analytics for IT Service Management is an easy-to-use, integrated application designed for reporting and analyzing IT service performance and quality in the ServiceNow enterprise cloud. It has access to the world’s largest library of key performance indicators (KPIs) and comes with more than 200 pre-defined best practice KPIs for IT service management processes. The application includes mobile-enabled scorecards that provide up-to-date trend and drill-down details, powerful analytics that deliver insight into how to improve service quality, and responsive and interactive graphical dashboards for reporting and navigating performance data.

Performance Analytics helps businesses increase IT service satisfaction and reduce operating costs. Businesses can use data analytics to determine opportunities for self-service and automation, improve IT services, and gain deep insights to drive more efficient service delivery.

Performance Analytics dashboards provide IT executives and service delivery managers with deep insight into critical areas for improvement and action.
Performance Analytics delivers point-and-click dashboards for clear performance visualization and easy customization. Navigation is intuitive and familiar, with dashboards accessed from within the ServiceNow interface using drop-down menus and tabs.

From a dashboard, IT service owners can drill down into scorecards, breakdowns, and the underlying operational records, and use filters to interact with data and quickly find meaningful patterns and trends. Dashboards can be shared with groups or individuals, ensuring there is a single version of truth driving operational improvement.

**Powerful, Embedded Analytics**

Performance Analytics includes powerful, in-platform analytics for ServiceNow IT Service Management. This empowers organizations with self-service performance intelligence based on secure, real-time data — while retaining the business context needed to turn insights into action.

Embedded analytics provide faster, more secure, and more reliable results than traditional business intelligence or third party tools and make data discovery more accessible to stakeholders at all levels of the business. Using in-form analytics, IT service managers and reps can access context-sensitive trend data instantly and use that knowledge to set user expectations, triage escalations to the resources best suited to handle the request, and alert peers and management about developing situations that can cause service breaches.

In-platform analytics also delivers compatibility with any changes or customizations across the ServiceNow platform and applies any upgrade functionality automatically, delivering fast time-to-value for users across the enterprise.

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**Find out more**