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WORK at LIGHTSPEED

Reporting 301: Administration Topics

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servicenow

Agenda

- Introductions
- Objectives, what you will learn
- What is reporting
- Performance
- Now let’s do some labs!
  - Labs with pre-lab slides
- Teaser / Trailer - What to expect from the Jakarta release

Note: Start up your Lab instance using the lab URL below

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Speaker Introduction



Name: Barry Brooks

Title: Advisory Solution Consultant, Performance Analytics & Reporting

Function: Sales and SC Enablement

Company: ServiceNow

Experience: 8th Knowledge Event with SN!

Expertise: Platform, ITBM, ITSM, Analytics

Achievements: Started SN Chicago Office, 350+ Deals

Current Projects: Developing ITBM Use Cases for J/K, Global SC Training

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Speaker Introduction



Name: Oriol Arbones

Title: Sr. Developer, Performance Analytics & Reporting

Function: Development/Design

Company: ServiceNow

Experience: 3.5 years as a Sr. Developer with Performance Analytics & Reporting team at ServiceNow

Expertise: Reporting, Performance Analytics

Achievements: Completed 6 releases (from Eureka) in Reporting and Performance analytics product.

Current Projects: Nowadays working on K-release on Reporting; it's going to be great!

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Objectives and What You Will Learn

Objectives

- Manage reports as a report admin

What you will learn

- Create Report Sources and why they are important
- Database View, how to use them
- Performance on reports, what to look for
- Multiple Dataset reports
- Interactive Filters on a dashboard
- Metrics
- Creating and understanding geo-maps

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Let’s Talk About Reporting

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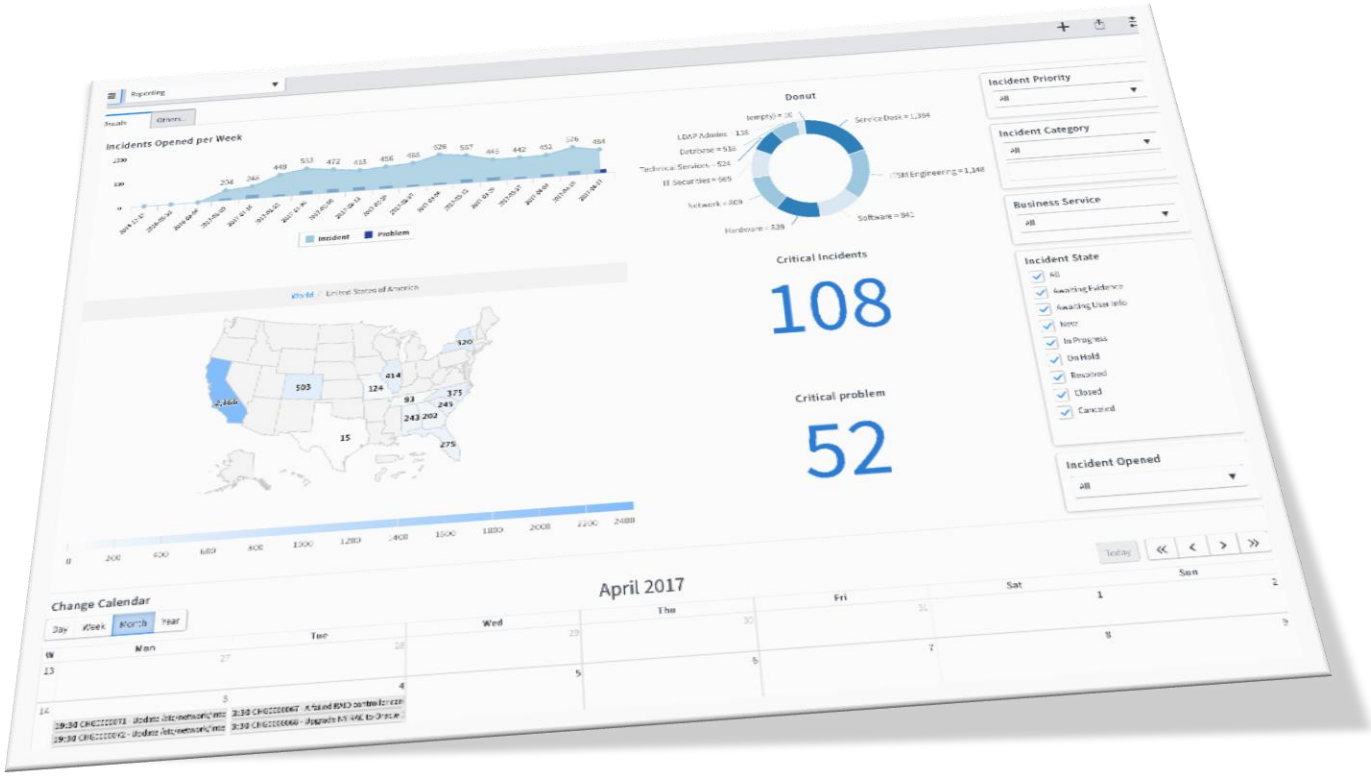
What is Reporting within ServiceNow?

Multiple Visualizations
(bar, multi-level pivot, map...)

Drillable data

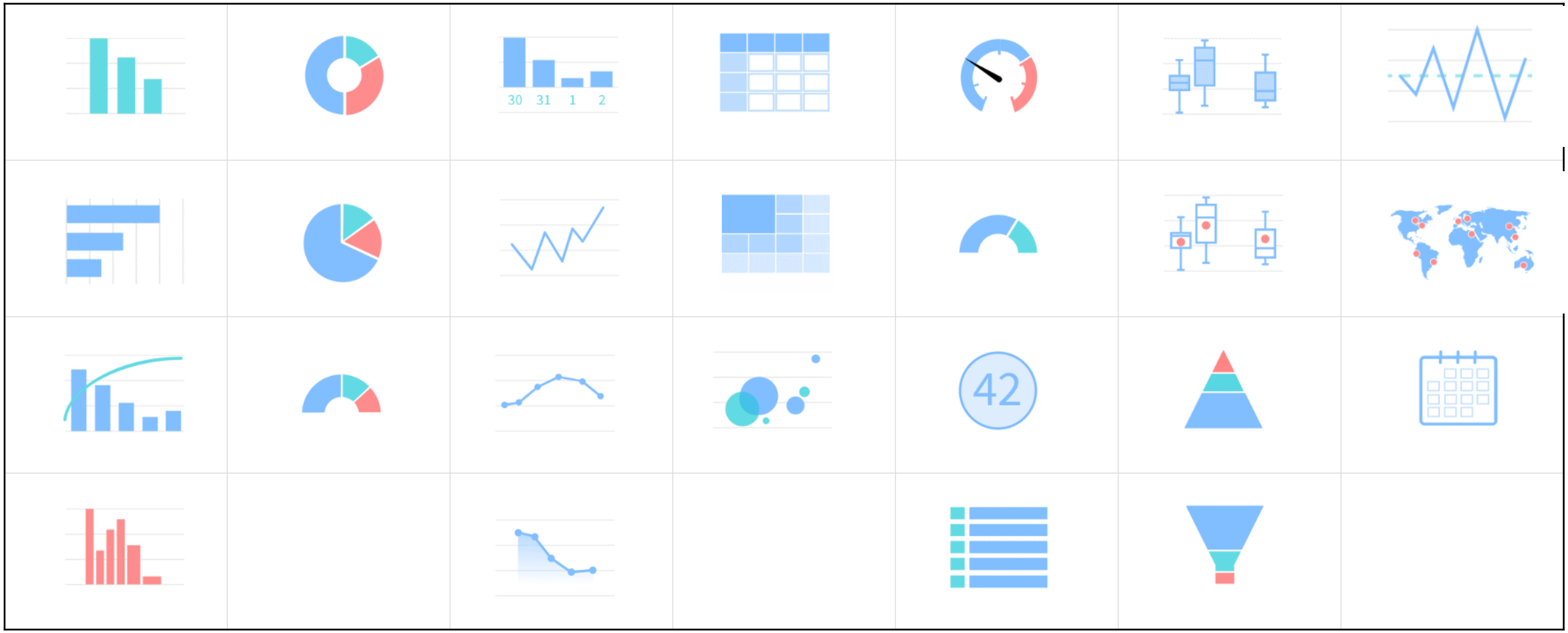
In platform

Always real-time



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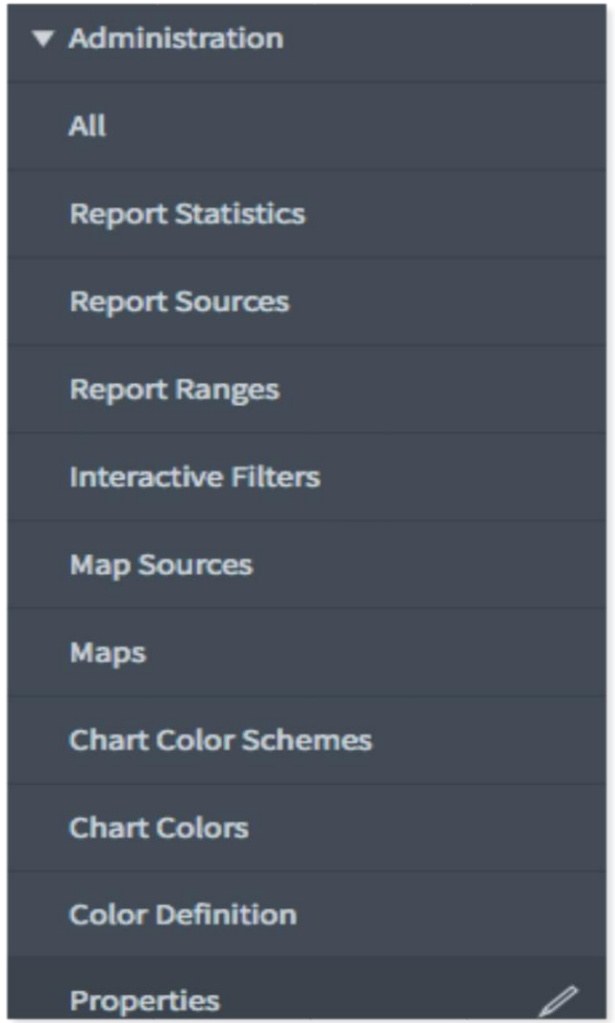
Visualization Overview



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What Can You Do as a Report Admin?

- **Manage:**
  - Reports
  - Report Sources
  - Report Ranges
  - Interactive filters *PA Premium
  - Map Sources
  - Maps
  - Colors
  - Properties
- **Statistics**
  - How much time a report takes to render
  - How many times a report has been viewed
  - Identify unused reports



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Pre-Lab 1.0: One normal day at my company…

Telephone rings…

Me: Hello?

Someone*: Hey, are you the report administrator for our instance? I'm the manager of customer service department .*

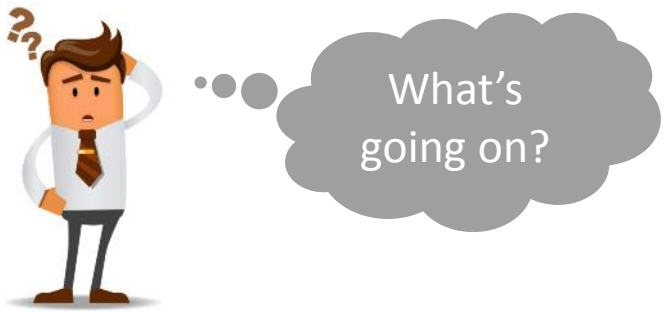
Me*: Yes, why?*

Manager*: I'm not seeing the right data in my Dashboard! This is unacceptable. I'm seeing inconsistent numbers in 2 different reports. Also, it takes forever to load!*

Me: Have you tried to refresh the page?

Manager: *You better solve it quick!*

Me*: Ok, let me take a look at what's going on.*



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Pre-Lab 1.0: One normal day at my company…



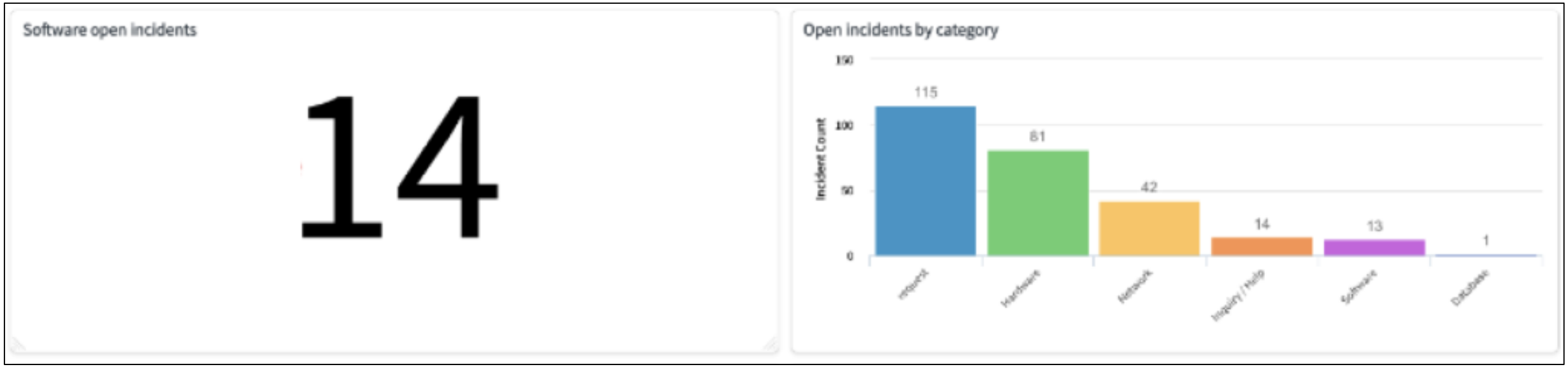
Let's look at the conflicting Dashboard:

- 4 widgets
- Top 2 of them are showing open incidents.
- The 3rd is showing incidents & problems.
- The 4th is slow and shows more data.



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Pre-Lab 1.0: One normal day at my company…



Let’s focus first on these 2:

- Software open incidents
- Open incidents by category

Oops! We see that there are 14 open incidents of software category, but on the other one we see 13!

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Pre-Lab 1.0: One normal day at my company…



- **Report Sources** are predefined data sets for creating reports
- These sources have many **benefits**:
  - Ensures everyone is reporting on the correct set of conditions
  - If a condition changes, you would only have to change the data source, not all the reports

Data source: Active Priority 1 Incidents
Table: Incident
Conditions:
Active is true AND
Priority is 1 - Critical

Report 1
Data source: Active Priority 1 Incidents
Conditions:
Assignment group is Hardware

Report 2
Data source: Active Priority 1 Incidents
Conditions:
Assignment group is Software

Report 3
Data source: Active Priority 1 Incidents
Conditions:
SLA due on today

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Lab 1.0 Create a Report Source

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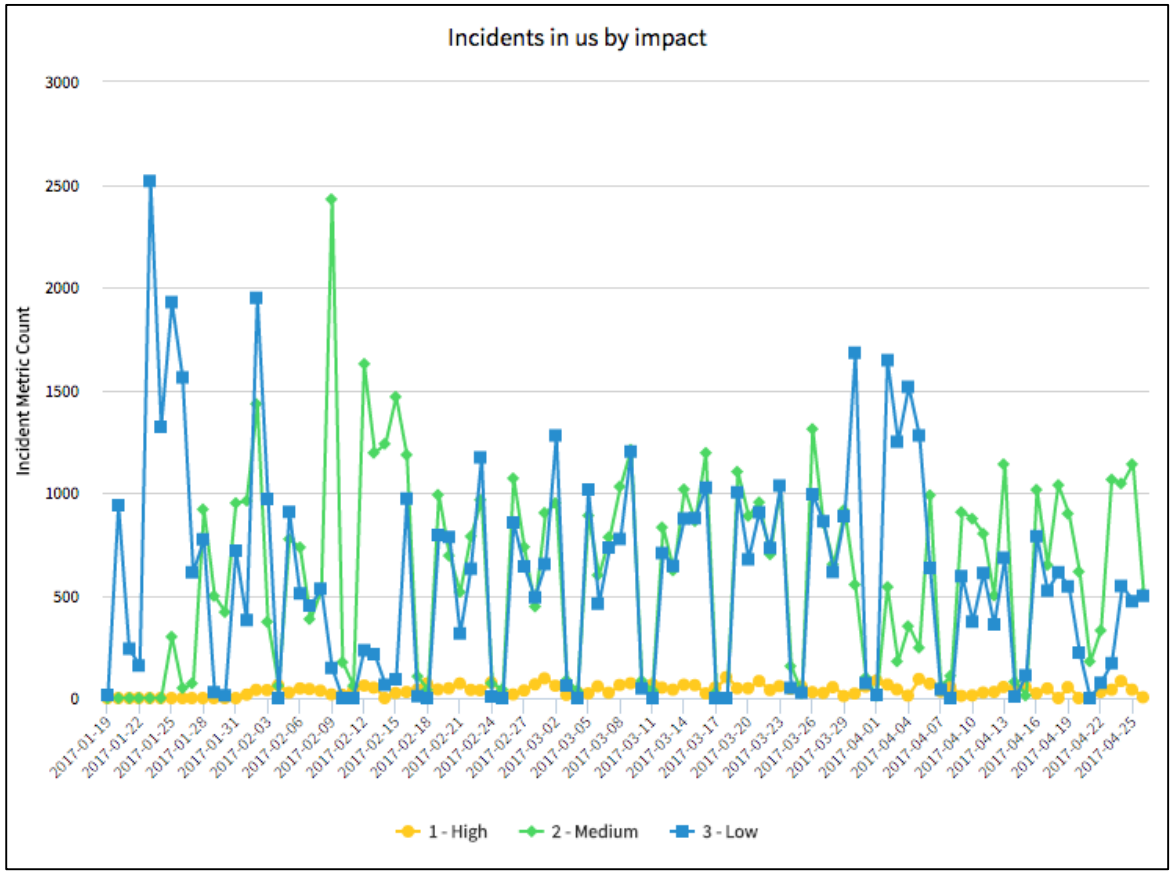
Lab 1.0 Result

Lab Success Verification (w/o lab challenges)

- Report Source has been created from the Report Source Menu
- Report Source has been created from Report Builder

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Pre-Lab 2.0: One normal day at my company…



Let’s try to understand the slowness pointed out by that manager.

Looking into that report, we can see we are plotting data grouped by Impact.

And it’s showing incidents that happened in the US.



Ok, let’s go for the lab…

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Lab 2.0 Report Performance

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Lab 2.0 Result

Lab Success Verification (w/o lab challenges)

- Fields that can affect performance are:
  - *incident.impact*
  - *cmn_location.country*

Understanding indexes

- A database index allows a query to efficiently retrieve data from a database
- Indexes are related to specific tables and consist of one or more keys (columns)
- Having an index on a column and report using that column will make our reports fly

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Lab 2.0 Result

Indexes

Advantages

- Better performance on queries that use it
- Unique indexes guarantee uniquely identifiable records in the database

Disadvantages

- They decrease performance on inserts, updates, and deletes
- They take up disk space

Conclusion: You should only create indexes when they are actually needed

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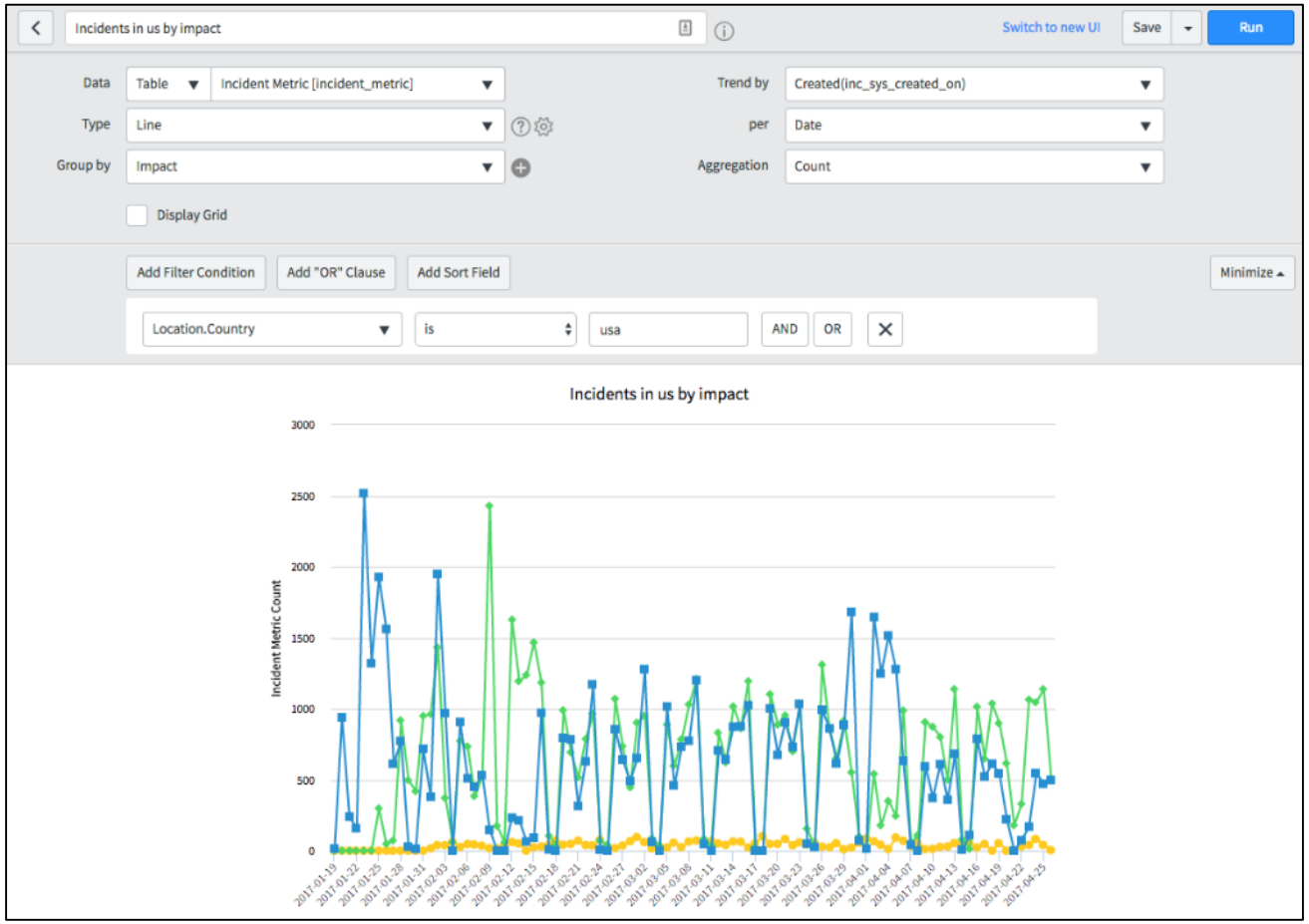
Pre-Lab 3.0: One normal day at my company…

Mmm… let's check that report again.

It's using a table Incident Metric.. But is it a normal table?

The answer is no, it's a **Database View**.





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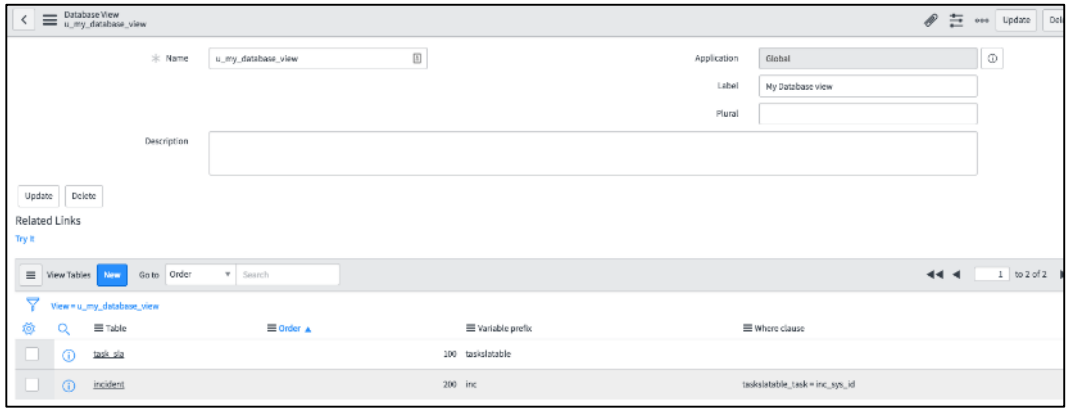
Lab 3.0 Report on a Database View

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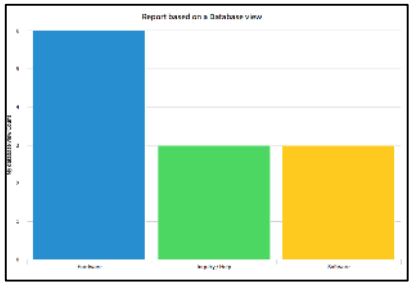
Lab 3.0 Result

Lab Success Verification (w/o lab challenges)

- Database view has been created



- Report has been created using the Database View



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Lab 3.0 Result

Database Views

Advantages

- Able to join several tables to get the proper data
- More grain detail on what you get as a result of a database views (left joins, display columns)

Disadvantages

- Only Administrator user can create them

More in https://docs.servicenow.com/bundle/istanbul-performance-analytics-and-reporting/page/use/reporting/concept/c_DatabaseViews.html

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Lab 4.0 Multiple Datasets

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Lab 4.0 Result

Lab Success Verification (w/o lab challenges)

- Reports with multiple dataset have been created
- Understanding how default colors works in multiple dataset reports

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Lab 5.0 Interactive Filters

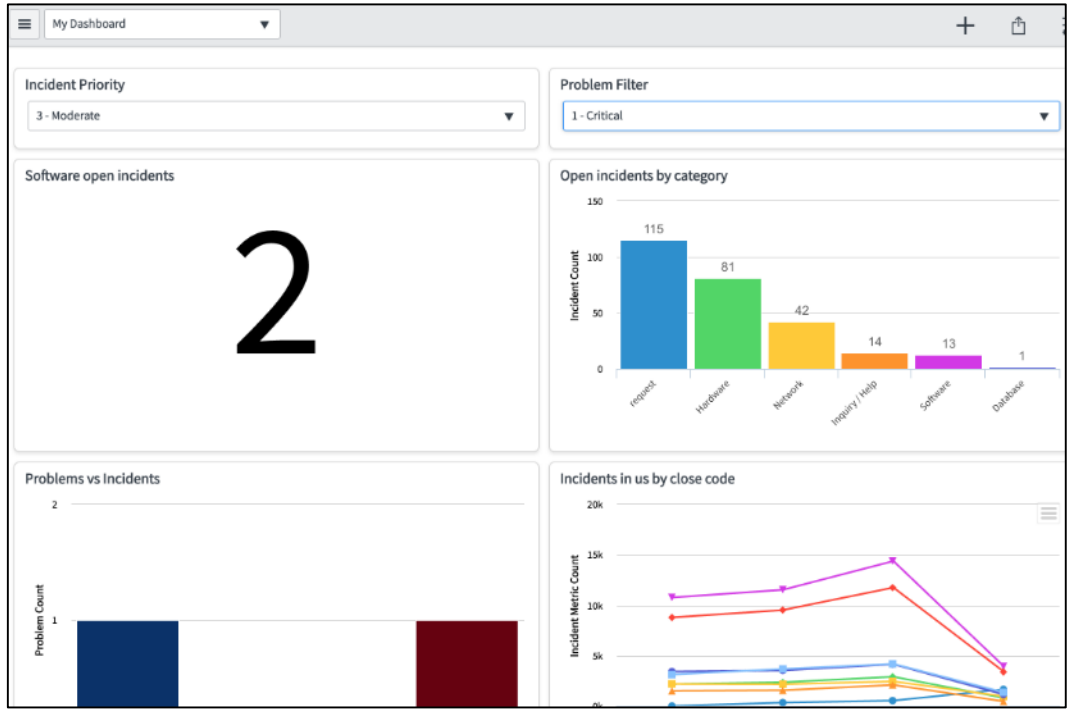
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Lab 5.0 Result

Lab Success Verification (w/o lab challenges)

- An interactive Filter has been created and used in a dashboard



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Lab 6.0 Set Up Dashboards

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Lab 6.0 Result

Lab Success Verification (w/o lab challenges)

- Dashboard is created



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Lab 7.0 Create a Metric

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Lab 7.0 Result

Lab Success Verification (w/o lab challenges)

- A Metric has been created and used in a report



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Lab 8.0 Create Map Reports

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Lab 8.0 Result

Lab Success Verification (w/o lab challenges)

- Database view has been created
- Report has been created using the Database View

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Lab 9.0 New Report Designer

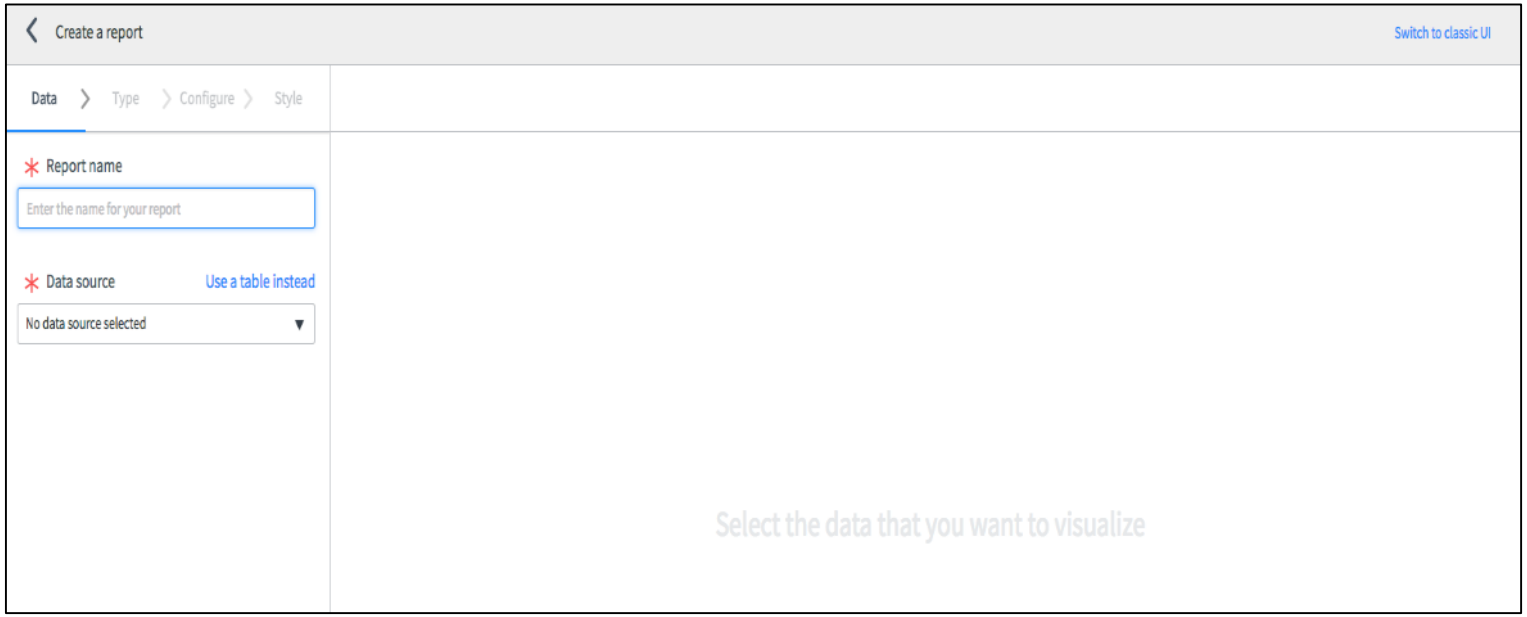
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Lab 9.0 Result

Lab Success Verification (w/o lab challenges)

- New Report Designer is enabled



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Lab 9.0 Create a New Donut Chart

Use Case: Joey

- **Create a donut chart from within the Report Designer guided workflow**
  - Select the Data
  - Choose the Type
  - Set the Configuration
  - Change the styling

- **Lab Challenge 1 – Make a join relation to another table's conditions**
- **Lab Challenge 2 – Adding Dynamic Grouping Options to the Chart**

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Lessons Learned

1. Use of Report Sources
2. Database Views & Performance
3. Multiple Datasets
4. Interactive Filters on Dashboards
5. Use of metrics
6. GeoMaps
7. New Designer

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Top Takeaways

1

Manage reports

2

Monitor your reports performance

3

Use new visualizations to give better insights

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Other related Labs & Keynotes!!

- Reporting 101: Reporting Essentials
- Reporting 201: Advanced Reporting & Dashboards

Interested in Analytics?

- Performance Analytics 101
- Performance Analytics 201
- Performance Analytics 301

And many great keynotes

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Now, What to Expect from Jakarta?!

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