

Performance Analytics Fundamentals

Course Duration : 16 Hours

Course code : PAF

1. Course Overview

The Performance Analytics Fundamentals course is designed to help professionals understand how to measure, analyze, and improve organizational and IT performance using data-driven insights. This course focuses on key performance indicators (KPIs), metrics, dashboards, and reporting techniques used to support informed decision-making. Learners gain practical knowledge of performance measurement frameworks and analytics tools to track efficiency, effectiveness, and business outcomes.

2. What you'll learn?

- Fundamentals of performance analytics and measurement
- Key performance indicators (KPIs) and metrics design
- Data collection, analysis, and visualization concepts
- Dashboard creation and reporting techniques
- Performance monitoring and trend analysis
- Using analytics to support business and IT decisions

3. Target Audience

- IT Service Management Professionals
- Business Analysts and Data Analysts
- IT Managers and Team Leads
- Performance and Operations Managers
- Professionals involved in reporting and decision-making

4. Pre-Requisites

- Basic understanding of business or IT processes
- Familiarity with data and reporting concepts is beneficial
- No mandatory prerequisites

5. Course Content (Modules)

Module 1: Introduction to Performance Analytics

- Performance measurement concepts
- Role of analytics in decision-making

Module 2: Metrics and Key Performance Indicators (KPIs)

- Designing effective KPIs
- Metrics selection and alignment with goals

Module 3: Data Collection and Analysis

- Data sources and data quality
- Trend and comparative analysis

Module 4: Dashboards and Reporting

- Dashboard design principles
- Visualization and reporting best practices

Module 5: Performance Improvement and Optimization

- Interpreting analytics results
- Continuous improvement using performance insights