



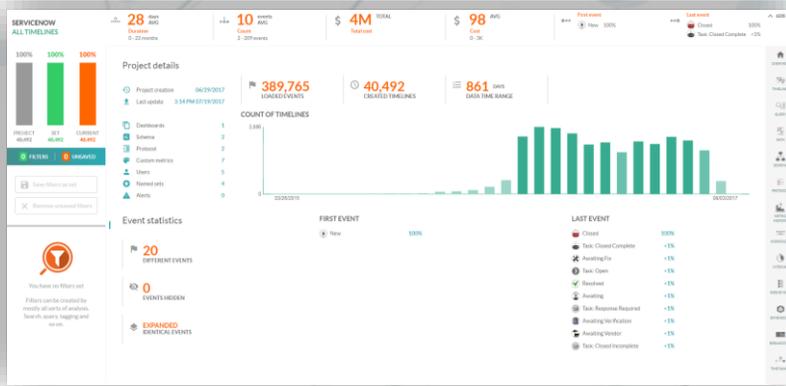
# TI ELINEPI

Advanced Analytics

**ServiceNow<sup>®</sup>**  
**Instance**

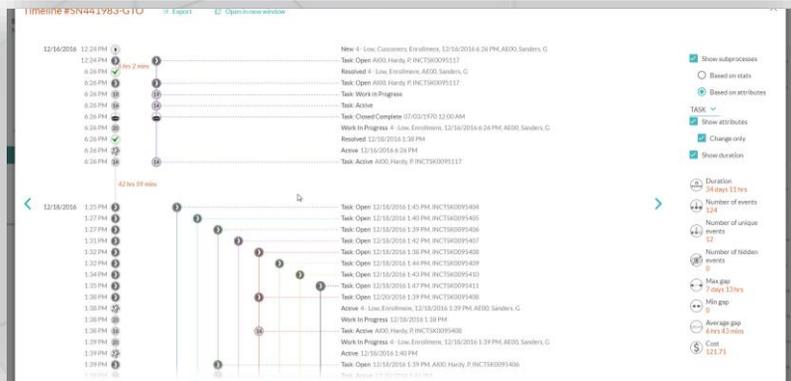
## Process Overview

The Timeline Overview gives you important information on how operational processes are being executed end to end. The top bar also displays the average days, number of unique events, total cost, average cost and the most common first and last events. Displays how many events/incidents are loaded into the software, how many timelines are created from these events and the total amount of days that are calculated in the data.



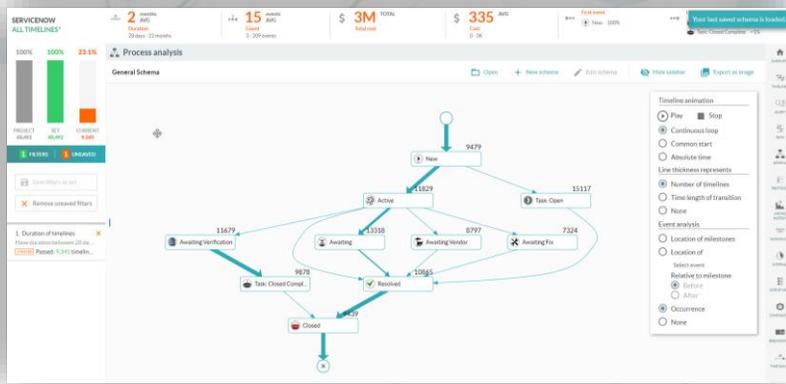
## Timeline Analysis

The Timeline view is a graphical representation of all individual incidents based on the data accessed thru your ServiceNow Connector. Each incident is treated as a complete process with a distinct start and finish point, with all related and recorded events sequenced in the order of execution, each placed relative to the time of occurrence. This view provides a good visual orientation to how TimelinePI interprets information contained in the ServiceNow system logs. This view is most useful as a drill down after queries or filters have isolated timelines with specific characteristics of interest. Detailed Case Analysis allows users to drill into any timeline provides a detailed view of the entire sequence and timing of events, including all sub processes that highlight the resources involved and actions taken.



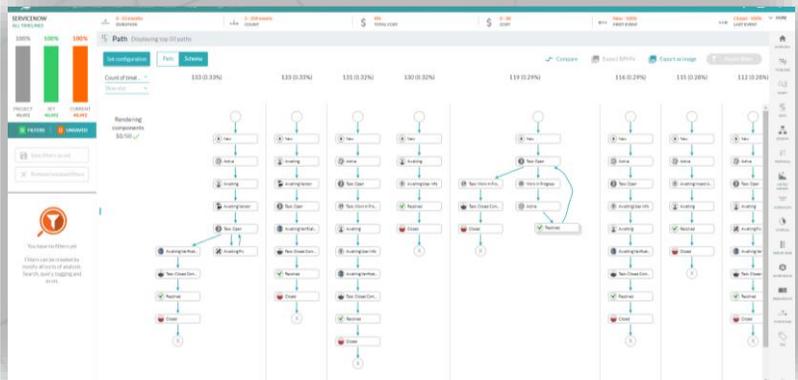
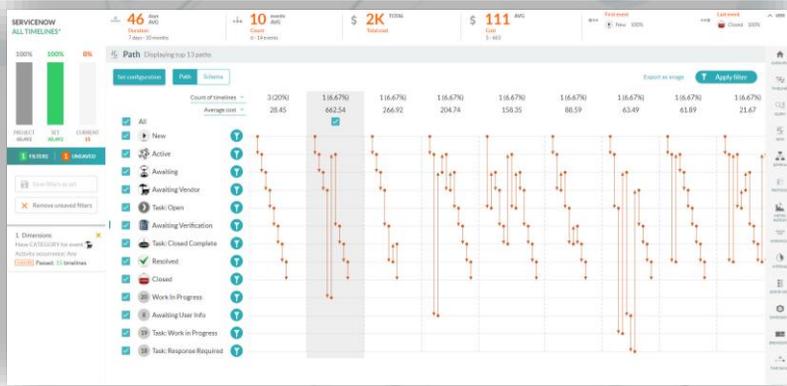
## Process Schema Analysis

Process Schema Analysis maps operational process steps using traditional scheme-based rendering that can be animated. Instantly recognize when steps are performed out of order or repeated excessively. Select the most common steps within an operation and add variants until every step is combined in one simple image. Analyze flows with animation - schema displays visual indicators of routes, intensity, duration to identify bottlenecks and efficiency improvement opportunities for further drill down.



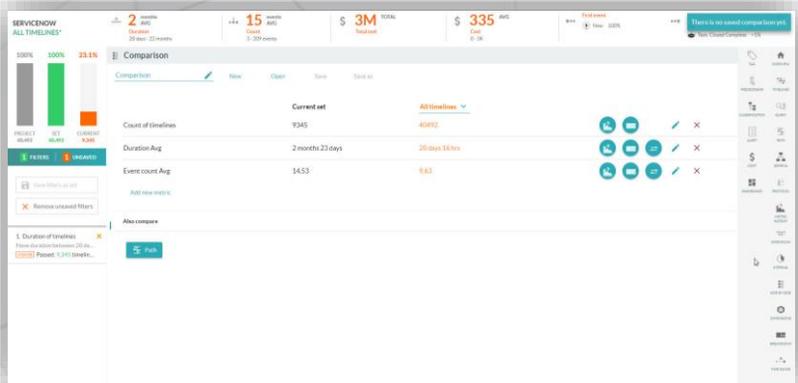
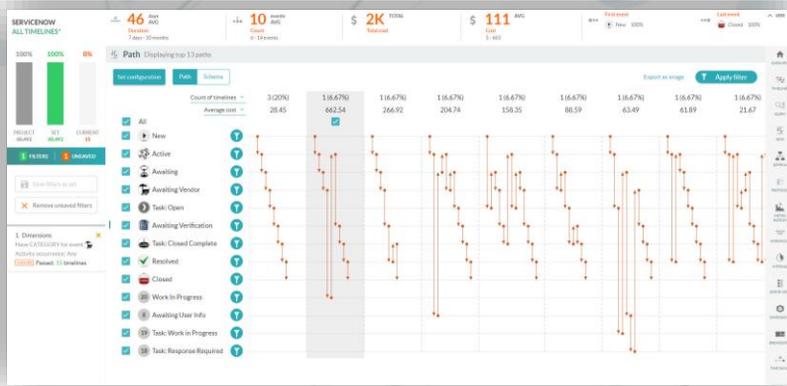
## Path Analysis

Path Analysis delivers a simplified graphical representation of incidents grouped by identical schema. Sorting views include counts of timelines, total cost, as well as average duration, number, or cost of events. Sort order is predicated on the first (top) sort grouping selected. This view provides a good visual orientation to the frequency distribution of every actual set of similar processes. Filters can be applied to isolate and analyze patterns against many different criteria. Switch between path view, or a traditional schema view, to facilitate better understanding and comparison of variation between process groupings.



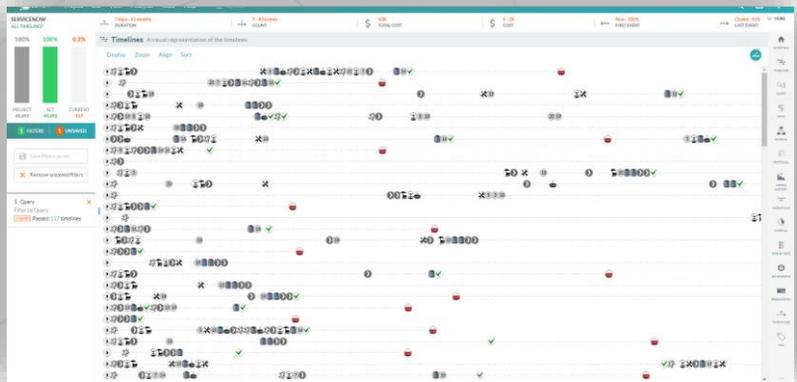
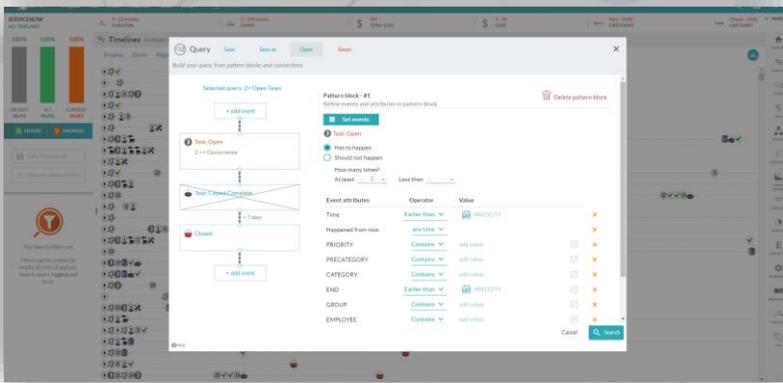
# Filtering

Drill into detail that helps understand and characterize variables attributed to specific process flows. Include or exclude specific parts of data as desired. Filtering can be applied across all modules within Timeline’s software, facilitating highly granular analysis that helps isolate root cause of process behaviors. Filtering supports rapid targeting of inefficient, unusual or high cost processes, as well as compliance risks. Save filtered sets to compare side-by-side or to check against newly loaded data.



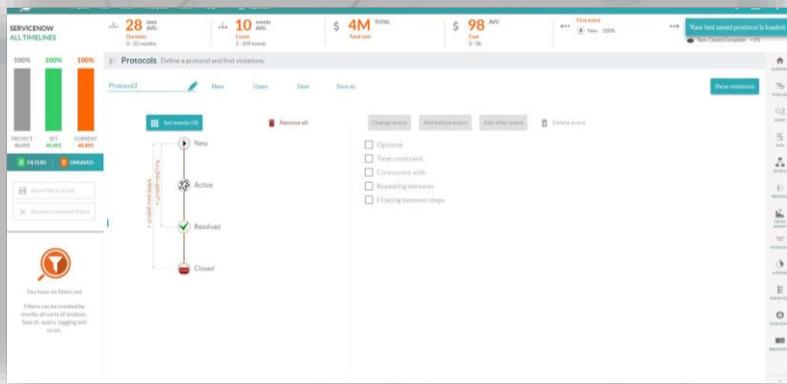
## Query Analysis

Perform complex searches in an easy to use, simple point-and-click configuration tool. Find process instances that match your conditions with sub-second response time. Query Analysis facilitates drag and drop query building that delivers data views which follow a specific set of criteria set by you. Depending on what you want to see queries can either be simple or complex. Utilizing queries allows you to hone in on specific questions you may have regarding your data. Queries provide the first piece of the puzzle when looking into compliance issues within your organization.



## Protocol Analysis

Protocol Analysis allows users to predefine a set of incidences within an operation. Protocols do not have to be a single linear sequence; multiple branches can stem from the same incidence. Protocol complexity is supported: protocols may include Concurrent Activities, Forks, Repetitions and Merging. After parameters that are set, Protocol analysis alerts in near real time on all violations of predefined rules to specified email addresses.



Protocol Item	Violation Type	Count	Timelines
Active	Missing step	2787 (5.54%)	4.53%
Active	Wrong position	319 (0.63%)	0.79%
Active	Wrong count	3822 (7.63%)	9.44%
Closed	Missing step	2 (0%)	0%
Closed	Wrong position	1 (0%)	0%
Closed	Wrong count	99 (0.19%)	0.23%
Closed	Time violation	8563 (17.03%)	21.15%
New	Wrong position	325 (0.65%)	0.8%
New	Wrong count	345 (0.69%)	0.85%
Resolved	Missing step	27 (0.05%)	0.07%
Resolved	Wrong position	127 (0.25%)	0.31%
Resolved	Wrong count	3274 (6.51%)	8.09%
Resolved	Time violation	30602 (60.85%)	75.55%