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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	• Data Visualization: This section focuses on presenting data through widgets, interactive filters, appropriate visualizations, dashboards, and analyzing data using Analytics Hub and KPI Details.

Topic 2	• Perform Diagnostics and Troubleshooting
Topic 3	• Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.
Topic 4	• Configure Breakdowns and Breakdown Sources: This section covers setting up breakdowns to analyze indicators across different dimensions, including breakdown mappings, matrices, exclusions, scripted mappings, and bucket groups.
Topic 5	• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 6	• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.
Topic 7	• Configure Indicators and Indicator Sources: This domain addresses creating and configuring indicators (performance metrics), including source conditions, fact tables, indicator types, properties, and aggregation scripts.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q31-Q36):

NEW QUESTION # 31

Which property indicates the recommended evaluation date for a Target?

- A. Review Date
- B. Improvement Date
- C. End Date
- D. Baseline Date

Answer: A

Explanation:

In Platform Analytics, a Target defines the desired performance level for an indicator. The Review Date property specifies the recommended date to evaluate progress toward that target. This date is used for governance and performance review purposes, helping stakeholders determine when to assess whether the indicator is trending appropriately toward its goal. The Baseline Date marks the starting point for measurement, while the End Date defines when the target expires or is no longer valid. The Improvement Date indicates when improvement efforts begin, not when performance should be evaluated. ServiceNow documentation clearly identifies the Review Date as the point in time when the target's effectiveness and achievement should be assessed, making option D the correct answer.

NEW QUESTION # 32

Who is the In-Line Dashboard Editor intended for?

- A. Developers
- B. Business users
- C. System administrators
- D. External contractors

Answer: B

Explanation:

The In-Line Dashboard Editor is designed primarily for business users who need to make quick, simple adjustments to dashboards without deep technical knowledge. It allows users to edit layouts, move widgets, and make basic configuration changes directly from the dashboard view.

System administrators and developers typically use the full dashboard configuration interfaces for advanced customization, scripting, or governance. External contractors are not a defined target audience for this feature.

ServiceNow documentation emphasizes that the in-line editor empowers non-technical users to personalize dashboards safely and efficiently, making option A the correct answer.

NEW QUESTION # 33

Breakdown element security is configured in the properties of which object?

- A. Manual Breakdown
- B. Automated Indicator
- **C. Automated Breakdown**
- D. Breakdown Source

Answer: C

Explanation:

Breakdown element security determines which users are allowed to see specific breakdown elements (such as certain categories or values) when viewing analytics data. In Platform Analytics, this security is configured directly on the Automated Breakdown record. Automated Breakdowns include properties that allow administrators to define element-level access control, typically by specifying roles that are required to view certain breakdown elements. This ensures sensitive analytics data is only visible to authorized users. The Breakdown Source defines how data is mapped and categorized but does not control visibility. Automated Indicators control score collection and aggregation, not breakdown element security. Manual Breakdowns are static and do not support dynamic element security in the same way.

ServiceNow documentation explicitly states that breakdown element security settings—such as restricting elements by role—are part of the Automated Breakdown configuration, making option D the correct answer.

NEW QUESTION # 34

There is a Summed Duration of wait time Indicator that stores duration in milliseconds.

Which action accurately configures the displayed duration in hours without creating a separate Formula Indicator?

- A. Use a Performance Analytics script to convert milliseconds to hours and recollect
- B. Use the API method `getHours()` in the Formula box
- C. Add `/ 3600000` to the Formula box and check Use formula
- **D. Set the Unit in the Indicator to Hours**

Answer: D

Explanation:

Platform Analytics supports unit conversion for duration-based indicators through the Unit field on the Indicator record. When an indicator stores duration values (such as milliseconds), setting the Unit to Hours automatically converts and displays the values correctly without modifying the underlying data or recollecting scores.

Using formulas or scripts is unnecessary and discouraged when a built-in unit conversion is available. The Formula box is intended for mathematical aggregation logic, not unit conversion. ServiceNow documentation explicitly states that duration indicators should rely on the Unit setting to control how values are displayed, making option A the correct and supported approach.

NEW QUESTION # 35

Which scenarios require the use of ascripted Breakdown Mapping?

- **A. Categorizing requests based on the number of times they were updated**
- B. Categorizing incidents based on their priority
- C. Categorizing the length of time since tasks were updated into age ranges
- D. Categorizing incidents based on their category

Answer: A

Explanation:

Ascripted Breakdown Mapping is required when the breakdown value cannot be obtained through a direct field mapping or simple reference relationship. Categorizing requests based on the number of times they were updated requires calculating a value dynamically (for example, counting updates from the audit history), which is not stored as a single field on the record. Because this value must be derived programmatically, a scripted mapping is necessary.

Options B and C use existing fields (category, priority) that can be mapped directly without scripting. Option D uses usage ranges, which are handled through Bucket Groups and the `pa_bucket` table, not scripted mappings. ServiceNow documentation clearly states that scripted mappings are intended for calculated, derived, or indirect values, making option A the correct answer.

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- [illegible]