

# 100% Pass Quiz 2026 ServiceNow CIS-PA: Certified Implementation Specialist - Platform Analytics

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### ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Data Visualization: This section focuses on presenting data through widgets, interactive filters, appropriate visualizations, dashboards, and analyzing data using Analytics Hub and KPI Details.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• Perform Diagnostics and Troubleshooting</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.</li> </ul>

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## ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q11-Q16):

### NEW QUESTION # 11

What should the target for the Index and its supporting indicators be set to when creating an Index Indicator?

- A. 100% and Maximize
- B. 100% and Minimize
- C. 0% and Maximize
- D. 0% and Minimize

**Answer: A**

Explanation:

An Index Indicator in Platform Analytics represents a composite score calculated from multiple supporting indicators. According to ServiceNow best practices, both the Index and its supporting indicators should be normalized so that higher values represent better performance. Therefore, the correct configuration is a target of 100% with a Maximized direction.

This standardization ensures consistent weighting and scoring logic across all contributing indicators. If supporting indicators were set to Minimize or had inconsistent targets, the index calculation would produce misleading or inverted results. Options involving a 0% target are incorrect because index scores are designed to trend toward full achievement, represented as 100%. ServiceNow documentation clearly states that index indicators assume maximization logic for proper normalization and aggregation, making option D the correct and documented choice.

### NEW QUESTION # 12

Choose 2 options.

Which types of calendars are supported on an Indicator Source?

- A. Custom Calendar
- B. Standard Calendar
- C. Resource Calendar
- D. Docket Calendar
- E. Fiscal Calendar

**Answer: A,B**

Explanation:

Indicator Sources in Platform Analytics support Standard calendars and Custom calendars to control how data collection aligns with

business time definitions. The Standard Calendar uses regular system time, while Custom Calendars allow organizations to define business-specific working days, holidays, and schedules.

Fiscal calendars are used for financial reporting but are not supported directly by Indicator Sources. Resource and Docket calendars are unrelated to analytics collection. ServiceNow documentation explicitly states that Indicator Sources rely on standard or custom calendars for accurate time-based aggregation, making options B and E the correct answers.

### NEW QUESTION # 13

What does the "Allow formula component to be NULL" setting for a Formula Indicator do?

- A. It allows components to be NULL without aborting the formula
- B. It always returns zero if any component is NULL
- C. It converts NULL values to zero
- D. It skips the formula calculation if any component is NULL

**Answer: A**

Explanation:

The Allow formula component to be NULL setting controls how a Formula Indicator behaves when one or more component indicators return NULL values. When enabled, the formula continues to calculate using the available components instead of aborting the calculation.

If this setting is disabled and any component returns NULL, the entire formula result becomes NULL. The setting does not automatically convert NULLs to zero, nor does it skip calculation entirely. ServiceNow documentation explains that this option provides flexibility in environments where some component indicators may not have data for every period, ensuring the formula can still produce meaningful results.

Therefore, option D accurately describes the behavior.

### NEW QUESTION # 14

What is the primary function of the `analytics_filter_admin` role in Analytics Center?

- A. To create and customize advanced visualizations across analytics dashboards
- B. To manage, edit, or delete any filters on dashboards and add new filters to the filter library
- C. To oversee and validate the accuracy of analytics data presented in Breakdowns
- D. To define and implement element security permissions on Breakdown Sources

**Answer: B**

Explanation:

The `analytics_filter_admin` role is responsible for governing dashboard filters within Analytics Center. Users with this role can create, edit, delete, and manage filters, as well as add filters to the filter library for reuse across dashboards.

This role does not control visualization design, breakdown security, or data validation. Its purpose is to ensure consistent and controlled use of filters across analytics experiences. ServiceNow documentation explicitly associates this role with filter administration, making option B the correct answer.

### NEW QUESTION # 15

What can you do in the Dashboards module of the Analytics Center?

- A. Create, update, certify, share, and view Next Experience dashboards
- B. Create, delete, and view Next Experience dashboards
- C. Only share and view Next Experience dashboards
- D. Only create and view Next Experience dashboards

**Answer: A**

Explanation:

The Dashboards module in Analytics Center provides full lifecycle management for Next Experience Dashboards. Users with appropriate permissions can create, update, certify, share, and view dashboards from this module.

Certification is an important governance feature that marks dashboards as trusted and production-ready.

Sharing controls access, while update and creation enable continuous improvement. Viewing alone is insufficient for analytics

governance. ServiceNow documentation clearly defines the Dashboards module as the central place for full dashboard management, making option D the correct answer.

## NEW QUESTION # 16

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