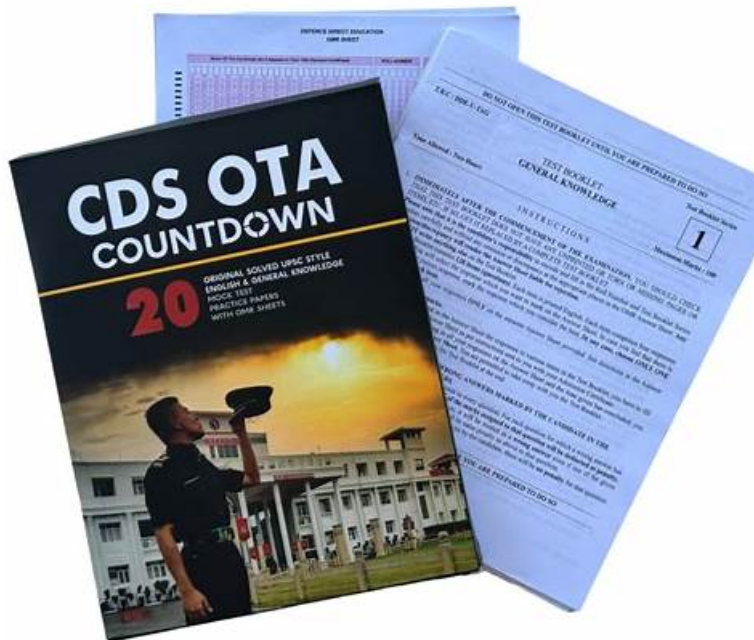


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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Perform Diagnostics and Troubleshooting
Topic 2	<ul style="list-style-type: none"> This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 3	<ul style="list-style-type: none"> Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.
Topic 4	<ul style="list-style-type: none"> 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.
Topic 5	<ul style="list-style-type: none"> Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which scenario requires scripted Breakdown Mapping?

- A. There is no direct mapping between the Indicator field and the Breakdown table
- B. The value needed for the Breakdown is available only as a dot-walked field
- C. The field to map to is of type Sys ID
- D. The table being mapped is a database view and not an actual table

Answer: A

Explanation:

Scripted Breakdown Mappings are required when there is no direct field relationship between the Indicator source data and the Breakdown source table. In such cases, standard field mapping cannot resolve how indicator records should be categorized, so a script is needed to programmatically determine the correct breakdown value.

Mapping to a Sys ID field (option B) is supported through standard mappings. Database views (option C) can still be mapped if fields are accessible. Dot-walked fields (option D) are commonly supported without scripting. According to ServiceNow Platform Analytics documentation, scripted mappings are specifically intended for complex or indirect relationships, making option A the correct answer.

NEW QUESTION # 36

Which feature in Platform Analytics enables the sharing of visualizations on any dashboard?

- A. Visualization Library
- B. Dashboard Sharing
- C. The pa_kpi_signals_admin role
- D. The report_admin role

Answer: A

Explanation:

The Visualization Library is the Platform Analytics feature that enables visualizations to be reused and shared across any dashboard. When a visualization (such as a time series, scorecard, or breakdown visualization) is saved to the Visualization Library, it becomes a reusable analytics component that can be added to multiple dashboards without duplicating configuration. This ensures consistency in metrics, reduces maintenance overhead, and supports centralized governance of analytics content.

Dashboard Sharing, by contrast, controls who can view or edit a dashboard, not how individual visualizations are reused across dashboards. Roles such as pa_kpi_signals_admin or report_admin provide administrative capabilities but do not enable cross-dashboard visualization reuse. According to ServiceNow Platform Analytics documentation, the Visualization Library is specifically designed to store, manage, and distribute analytics visualizations so they can be embedded in dashboards throughout the platform. This feature is essential in enterprise analytics implementations where the same KPIs and indicators must appear consistently across multiple dashboards and user audiences.

NEW QUESTION # 37

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

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

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 # 38

When are Additional conditions of an Indicator evaluated during Data Collection?

- A. Before the Indicator Source conditions
- B. At the same time as the Indicator Source conditions
- C. When the Indicator is viewed in the Analytics Hub
- **D. After the Indicator Source conditions**

Answer: D

Explanation:

During data collection, Platform Analytics first applies the Indicator Source conditions to retrieve the base dataset. Once the source data is identified, the system then evaluates the Additional conditions defined on the Indicator itself.

This separation allows indicator-specific filtering without duplicating logic in the indicator source, supporting reuse and performance optimization. Additional conditions do not run in parallel with source conditions and are not evaluated at visualization time.

ServiceNow documentation explicitly explains that Indicator conditions refine the dataset after the source query executes, making option D the correct answer.

NEW QUESTION # 39

Choose 2 options.

Which types of calendars are supported on an Indicator Source?

- **A. Custom Calendar**
- **B. Standard Calendar**
- C. Resource Calendar
- D. Fiscal Calendar
- E. Docket 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 # 40

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