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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting
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">• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 5	<ul style="list-style-type: none">• This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 6	<ul style="list-style-type: none">• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.
Topic 7	<ul style="list-style-type: none">• 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.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q26-Q31):

NEW QUESTION # 26

Which of the following statements best describes an Automated Indicator?

- A. A series of measurements that describe a process over a period of time
- B. A scheduled job that collects data
- C. A subcategorization of an indicator that provides more granular views of scores
- D. A process summary taken at a single point in time

Answer: A

Explanation:

An Automated Indicator in Platform Analytics is defined as a series of measurements collected over time that represent the performance of a process. These measurements are stored as time series data, allowing organizations to analyze trends, patterns, and historical performance. Automated indicators rely on indicator sources and scheduled data collection jobs to collect data at defined intervals, such as daily or hourly.

Option B describes a snapshot report, which represents data at a single point in time and does not support trending. Option C refers to breakdowns, which categorize indicator scores for deeper analysis but do not define the indicator itself. Option D describes the data collection job, which is a mechanism used by automated indicators but not the indicator definition. ServiceNow documentation explicitly states that indicators represent performance over time, making option A the correct and most complete description of an Automated Indicator.

NEW QUESTION # 27

What is the purpose of a Breakdown Source?

- A. It defines a default elements filter
- B. It specifies which indicators are available to a breakdown
- C. It specifies the options available for non-categorical data
- D. It identifies unique breakdown elements for classification

Answer: D

Explanation:

A Breakdown Source defines how data is classified into distinct breakdown elements for analysis. It identifies the table and field (or script) used to generate the unique values—such as categories, priorities, assignment groups, or buckets—that segment indicator scores.

Default element filters are configured on the Breakdown, not the Breakdown Source. Indicators are linked to Breakdowns through Breakdown Mappings, not selected at the source level. While bucket-based sources support non-categorical data, their core purpose remains identifying unique breakdown elements. ServiceNow documentation emphasizes that the Breakdown Source is responsible for defining where breakdown values come from and how they are identified, making option D the correct answer.

NEW QUESTION # 28

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

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

Answer: C

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 # 29

When using a Bucket Group as a Breakdown Source, which is the required Breakdown Source Facts table?

- A. Choice [`sys_choice`]
- B. The Indicator Facts table
- C. Bucket [`pa_buckets`]
- D. Bucket Group [`pa_bucket_groups`]

Answer: C

Explanation:

When a Bucket Group is used as a Breakdown Source in Platform Analytics, the required Facts table is Bucket [`pa_buckets`]. Bucket Groups define how numeric or duration values (such as age, time, or cost ranges) are grouped, but they do not store analytics facts themselves. The actual bucketed values generated during data collection are stored in the `pa_buckets` table, which makes it the authoritative facts table for bucket-based breakdowns.

The `pa_bucket_group` table only stores configuration metadata for bucket definitions. The `sys_choice` table is used exclusively for choice list values and is unrelated to bucket analytics. The Indicator Facts table stores indicator scores but does not contain bucket-level breakdown data. ServiceNow documentation explicitly states that any breakdown based on bucket groups must reference the `pa_buckets` table to ensure accurate historical analysis and proper breakdown rendering. Therefore, option C is the only correct answer.

NEW QUESTION # 30

Which configuration confirms that an Automated Breakdown is using a Bucket Group?

- A. The Related list conditions of the Breakdown Source identify the Bucket Groups
- B. The Default elements filter of the Breakdown specifies the Bucket Groups
- C. The Facts table of the Breakdown is set to [`pa_buckets`]
- D. The Facts table of the Breakdown Source is set to [`pa_buckets`]

Answer: D

Explanation:

An Automated Breakdown is confirmed to be using a Bucket Group when the Facts table of the Breakdown Source is set to Bucket [`pa_buckets`]. Bucket Groups define how numeric or duration values are grouped, but the actual bucketed analytics data is stored in the `pa_buckets` table during data collection.

The Breakdown Source is responsible for defining where the breakdown facts originate. If its Facts table is `pa_buckets`, this indicates that the breakdown is based on bucketed values generated by a Bucket Group. The Breakdown record itself does not define the facts table, and default element filters or related list conditions do not establish the use of bucket data.

ServiceNow Platform Analytics documentation clearly states that all bucket-based breakdowns must reference `pa_buckets` at the Breakdown Source level, making option C the correct and definitive answer.

NEW QUESTION # 31

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