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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">• 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 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.
Topic 6	<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.

Free PDF 2026 ServiceNow CIS-PA: Newest Certified Implementation Specialist - Platform Analytics Free Braindumps

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q17-Q22):

NEW QUESTION # 17

What is the purpose of a Breakdown Source?

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

Answer: A

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 C the correct answer.

NEW QUESTION # 18

Which type of Indicator allows enabling Show real-time score?

- A. Scripted Automated Indicator
- B. Non-scripted Automated Indicator
- C. Manual Indicator
- D. Formula Indicator

Answer: B

Explanation:

The Show real-time score option is available only for non-scripted Automated Indicators. These indicators are based on standard indicator sources and conditions that can be safely recalculated on demand without scripting complexity.

Scripted automated indicators and formula indicators depend on stored historical values and custom logic, which cannot be reliably recalculated in real time. Manual indicators rely on user-entered values and also do not support real-time calculation. ServiceNow documentation explicitly limits real-time scoring to non-scripted automated indicators to preserve performance and data integrity. Therefore, option D is the correct answer.

NEW QUESTION # 19

Where are Next Experience Dashboards and Data Visualizations created?

- A. In the Analytics Hub
- B. In Analytics Administration
- C. In Reports Administration
- D. In the Analytics Center

Answer: D

Explanation:

Analytics Center is the workspace used to create and manage Next Experience Dashboards and Data Visualizations. It provides a unified interface for building modern, interactive analytics experiences, including metric visualizations, time series, breakdown views, and dashboards.

Analytics Hub is primarily used for viewing and exploring existing analytics, not creating them. Reports Administration and Analytics Administration serve different purposes and do not support Next Experience dashboard creation. ServiceNow documentation explicitly identifies Analytics Center as the creation and management environment for Next Experience analytics content, making option D the correct answer.

NEW QUESTION # 20

What specifies the base table and field used to uniquely identify elements in a Breakdown Source?

- A. Facts table and Sys ID field
- B. Manual Indicator and Scoresheet
- C. Indicator Configuration and Target Value
- D. Related List Conditions and Field Labels

Answer: A

Explanation:

A Breakdown Source relies on the Facts table and a unique identifier field (typically the Sys ID) to define how breakdown elements are generated and linked to indicator scores. The Facts table specifies where the breakdown data originates, while the Sys ID field uniquely identifies each breakdown element.

Related list conditions and labels do not define uniqueness. Indicator configuration and targets are unrelated to breakdown structure. Manual indicators and scoresheets are not involved in breakdown sourcing.

ServiceNow documentation clearly states that the Facts table and unique identifier are foundational to Breakdown Source configuration, making option B the correct answer.

NEW QUESTION # 21

Which scenarios require the use of scripted Breakdown Mapping?

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

Answer: B

Explanation:

Scripted 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 age 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.

NEW QUESTION # 22

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