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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">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">Perform Diagnostics and Troubleshooting
Topic 5	<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.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q49-Q54):

NEW QUESTION # 49

Which application helps to obtain insights on new and returning platform users and their navigation patterns?

- A. Platform Analytics Workspace
- B. Next Experience Dashboards
- **C. User Experience Analytics**
- D. Responsive Dashboards

Answer: C

Explanation:

User Experience Analytics is the application designed to analyze user behavior, including new versus returning users, session frequency, navigation paths, page views, and interaction patterns across the ServiceNow platform. It provides insights into how users engage with the platform and helps organizations optimize usability, adoption, and performance.

Responsive Dashboards and Next Experience Dashboards are visualization and UI frameworks, not behavioral analytics tools.

Platform Analytics Workspace focuses on KPI monitoring and process performance, not clickstream or navigation behavior. ServiceNow documentation clearly positions User Experience Analytics as the solution for understanding how users interact with the platform, making option D the correct answer.

NEW QUESTION # 50

What happens when Collect records is enabled on an Automated Indicator form?

- A. A preview of the records that match the condition is displayed
- B. An exact copy of the matching records is retained for future reference
- C. An ad-hoc job runs to collect the scores immediately for testing purposes
- **D. A list of sys_ids is stored during collection to allow drill down to records**

Answer: D

Explanation:

When Collect records is enabled on an Automated Indicator, Platform Analytics stores the sys_ids of the records that contributed to each indicator score at collection time. This capability enables drill-down functionality, allowing users to view the exact records behind a score directly from analytics widgets and dashboards. Importantly, Platform Analytics does not store full copies of records—only the identifiers—ensuring historical accuracy while maintaining storage efficiency.

Option A describes the preview feature available when defining indicator conditions, not record collection.

Option B refers to manual data collection, which is triggered separately. Option C is incorrect because Platform Analytics does not retain full record snapshots. ServiceNow documentation clearly states that enabling Collect records allows analytics users to drill into the contributing records for any given score, making option D the correct and precise answer.

NEW QUESTION # 51

Which of the following statements best describes an Automated Indicator?

- A. A subcategorization of an indicator that provides more granular views of scores

- B. A scheduled job that collects data
- **C. A series of measurements that describe a process over a period of time**
- D. A process summary taken at a single point in time

Answer: C

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 # 52

Which Indicator should be excluded from a Historic Data Collection because its scores cannot be accurately collected?

- **A. Summed age of open problems**
- B. Number of open problems not updated in the last 90 days
- C. Number of new requests
- D. Number of incidents resolved in time

Answer: A

Explanation:

Historic Data Collection is designed to accurately reconstruct past indicator scores based on historical records. Indicators that rely on calculated age values, such as summed age of open problems, cannot be accurately reconstructed because age is a time-relative value that depends on the exact moment of calculation.

Count-based indicators (options A, B, and D) can be recalculated historically by evaluating record states at specific points in time. However, summing age values requires knowing the precise age of each record at each historical interval, which is not reliably reproducible. ServiceNow documentation explicitly warns against using historic data collection for age-based and duration-sum indicators, making option C the correct exclusion.

NEW QUESTION # 53

What determines the color of the score in a Score widget?

- A. Chart color defined for the base table
- B. Widget settings
- C. Field styles on the field used to calculate the Indicator
- **D. Relationship to the target and the Direction setting of the Indicator**

Answer: D

Explanation:

In ServiceNow Platform Analytics, the color of the score displayed in a Score widget is determined by the Indicator's relationship to its target in combination with the Direction setting (Maximize or Minimize) of the Indicator. This behavior is part of the KPI evaluation logic and is consistent across dashboards and KPI Details.

When an indicator has a defined target, Platform Analytics compares the current score against that target.

Based on whether the indicator is configured to maximize (higher is better) or minimize (lower is better), the platform automatically assigns a visual status such as green (on track), yellow (warning), or red (off track).

This status directly controls the color of the score values shown in the widget.

Chart colors, field styles, or widget-specific settings do not influence the score color. Those options may affect line charts or visual styling, but not KPI status coloring. ServiceNow documentation clearly states that KPI status and score coloring are driven by target evaluation logic, making option A the correct and verified answer.

NEW QUESTION # 54

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