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## CIS-PA Examcollection Questions Answers & CIS-PA Valid Study Guide

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### ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
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Topic 1	<ul style="list-style-type: none"> <li>• <b>Data Collection:</b> This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Perform Diagnostics and Troubleshooting:</b> This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Architecture and Deployment:</b> This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Configure Breakdowns and Breakdown Sources:</b> This section covers setting up breakdowns to analyze indicators across different dimensions, including breakdown mappings, matrices, exclusions, scripted mappings, and bucket groups.</li> </ul>

## ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q51-Q56):

### NEW QUESTION # 51

Which method in ServiceNow can be used to calculate the rate of performance per reporting period using time series aggregations?

- A. `pa.getIndicator()`
- B. `pa.getChange()`
- C. `gs.getDuration()`
- **D. `pa.getRate()`**

**Answer: D**

Explanation:

The `pa.getRate()` method is used in Platform Analytics to calculate rates of performance over time, such as incidents resolved per day, requests closed per week, or changes per reporting period. This method works on time series data and applies aggregation logic to derive a rate rather than a raw count or sum.

`pa.getChange()` is used to calculate the difference between two data points, not a rate. `pa.getIndicator()` retrieves indicator metadata and does not perform calculations. `gs.getDuration()` is a general-purpose GlideSystem utility for calculating durations and is unrelated to analytics time series processing. ServiceNow documentation clearly identifies `pa.getRate()` as the appropriate API for rate-based calculations using historical indicator scores, making option D the correct answer.

### NEW QUESTION # 52

How many SQL queries are executed during a 30-day historical collection if all 10 indicators in the historical collection share the same daily indicator source?

- A. 0
- **B. 1**
- C. 2
- D. 3

**Answer: B**

Explanation:

Platform Analytics optimizes historical data collection by executing one query per indicator source per day, regardless of how many indicators reference that source. If 10 indicators share the same daily indicator source, the system executes only one SQL query per day, not one per indicator.

Over a 30-day historical collection period, this results in 30 SQL queries total. This optimization significantly reduces database load and improves performance. ServiceNow documentation explicitly highlights this behavior as a best-practice advantage of reusing indicator sources. Therefore, option B is the correct and documented answer.

### NEW QUESTION # 53

Which of the following accurately describes how Formula Indicators are calculated in ServiceNow?

- A. They are pre-calculated and stored for future use
- B. They are calculated in real time but stored as temporary data
- C. They are calculated and displayed in real time without being stored
- D. They are calculated daily and stored in the main database

**Answer: A**

Explanation:

Formula Indicators in Platform Analytics are pre-calculated during data collection and their results are stored in the Indicator Facts table, just like automated indicators. They are not calculated in real time when a dashboard is viewed. Instead, they use the previously collected scores of their component indicators to compute a derived value at collection time.

This design ensures consistent historical analysis, predictable performance, and accurate trending. Real-time calculation would undermine historical integrity and dashboard performance, which is why ServiceNow explicitly avoids it for formula indicators. The stored results can then be reused across dashboards and reports without recalculation. ServiceNow documentation clearly states that formula indicators behave like other indicators in that they are persisted for future analysis, making option C correct.

#### NEW QUESTION # 54

What is the purpose of using a Bucket Group?

- A. To manage API integrations for real-time data processing
- B. To categorize a large number of breakdown values into a few groupings
- C. To automate user role assignments
- D. To create detailed logs of all incidents and changes

**Answer: B**

Explanation:

A Bucket Group in Platform Analytics is used to group large sets of numeric or time-based values into a smaller, more meaningful number of ranges. Common examples include grouping ages into ranges (0-5 days, 6-10 days), durations into bands, or hours of the day into segments. This simplifies analysis and improves dashboard readability by reducing excessive breakdown elements.

Bucket Groups do not log incidents, manage roles, or control integrations. Instead, they support analytics by enabling structured classification of non-categorical data. ServiceNow documentation clearly positions Bucket Groups as a mechanism for transforming raw numeric or duration data into consumable breakdowns, making option B the correct answer.

#### NEW QUESTION # 55

What is a Breakdown?

- A. It is the ability to group or filter indicator scores
- B. It is a source table for categorization data
- C. It is the ability to group or filter report data
- D. It is a choice list of possible attribute values

**Answer: A**

Explanation:

In Platform Analytics, a Breakdown is used to group or filter indicator scores based on specific attributes, such as priority, category, assignment group, or age ranges. Breakdowns allow users to analyze how different segments contribute to overall performance and to compare trends across those segments over time.

Breakdowns operate on indicator scores, not on raw report data. While reports can also be grouped or filtered, that functionality is separate from Performance Analytics. A Breakdown does not define the source table itself (that is the role of the Breakdown Source), nor is it merely a choice list. ServiceNow documentation clearly defines Breakdowns as a core analytics concept used to slice indicator data for deeper performance insight, making option D the correct answer.

#### NEW QUESTION # 56

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