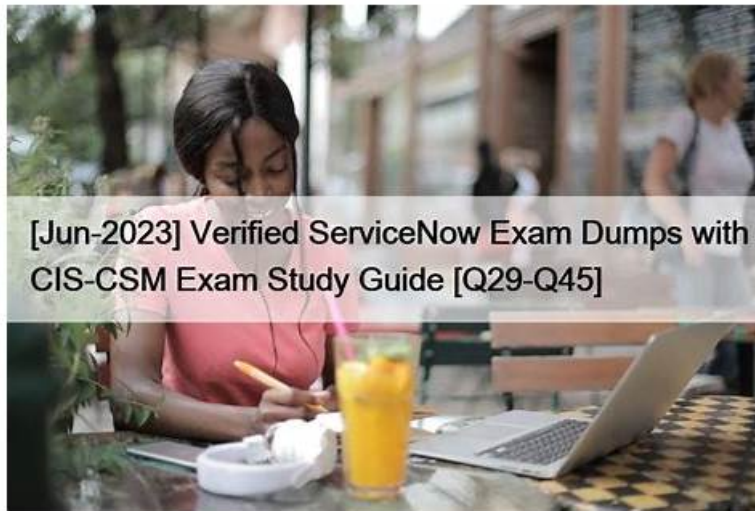


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[Jun-2023] Verified ServiceNow Exam Dumps with CIS-CSM Exam Study Guide [Q29-Q45]

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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting: This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 2	<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 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">• Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.
Topic 5	<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 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.

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Our CIS-PA study materials are compiled and verified by the first-rate experts in the industry domestically and they are linked

closely with the real exam. Our products' contents cover the entire syllabus of the exam and refer to the past years' exam papers. Our test bank provides all the questions which may appear in the real exam and all the important information about the exam. You can use the practice test software to test whether you have mastered the CIS-PA Study Materials and the function of stimulating the exam to be familiar with the real exam's pace, atmosphere and environment.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q31-Q36):

NEW QUESTION # 31

Who is the In-Line Dashboard Editor intended for?

- A. System administrators
- **B. Business users**
- C. External contractors
- D. Developers

Answer: B

Explanation:

The In-Line Dashboard Editor is designed primarily for business users who need to make quick, simple adjustments to dashboards without deep technical knowledge. It allows users to edit layouts, move widgets, and make basic configuration changes directly from the dashboard view.

System administrators and developers typically use the full dashboard configuration interfaces for advanced customization, scripting, or governance. External contractors are not a defined target audience for this feature.

ServiceNow documentation emphasizes that the in-line editor empowers non-technical users to personalize dashboards safely and efficiently, making option A the correct answer.

NEW QUESTION # 32

What is the default Access Control for a new Indicator?

- **A. Visible to Just Me, Visible by All Roles is False**
- B. Visible to Everyone, Visible by All Roles is True
- C. Visible to Just Me, Visible by All Roles is False, role required is pa_admin
- D. Visible to Everyone, Visible by All Roles is False, role required is pa_admin

Answer: A

Explanation:

By default, a newly created Platform Analytics indicator is Visible to Just Me, and Visible by All Roles is set to False. This ensures that indicators are private to their creator until explicitly shared.

No role is required by default, and visibility must be intentionally expanded by updating the access control settings. This design supports governance and prevents incomplete or experimental indicators from being exposed prematurely. ServiceNow documentation confirms this default behavior, making option A the correct answer.

NEW QUESTION # 33

What is the default aggregation for the Metric tile in a Data Visualization?

- A. AVERAGE
- B. SUM
- **C. COUNT**
- D. MIN

Answer: C

Explanation:

In Platform Analytics data visualizations, the Metric tile is designed to display a single summarized value. By default, the aggregation used for a Metric tile is COUNT. This means the tile displays the total number of records or scores returned by the data source unless the aggregation is explicitly changed by the user.

COUNT is the most commonly used aggregation because Metric tiles are often used to show key headline numbers such as total

incidents, open requests, or completed tasks. Other aggregations like AVERAGE, MIN, or SUM are available options, but they must be manually selected during configuration. ServiceNow documentation confirms that COUNT is the default aggregation applied to Metric visualizations, making option A the correct answer.

NEW QUESTION # 34

What can you do in the Dashboards module of the Analytics Center?

- A. Only share and view Next Experience dashboards
- B. Create, delete, and view Next Experience dashboards
- C. Create, update, certify, share, and view Next Experience dashboards
- D. Only create and view Next Experience dashboards

Answer: C

Explanation:

The Dashboards module in Analytics Center provides full lifecycle management for Next Experience Dashboards. Users with appropriate permissions can create, update, certify, share, and view dashboards from this module.

Certification is an important governance feature that marks dashboards as trusted and production-ready.

Sharing controls access, while update and creation enable continuous improvement. Viewing alone is insufficient for analytics governance. ServiceNow documentation clearly defines the Dashboards module as the central place for full dashboard management, making option D the correct answer.

NEW QUESTION # 35

Choose 2 options.

Which formula is syntactically CORRECT in ServiceNow Performance Analytics, assuming that all Indicator names are valid?

- A. $[\text{Number of new incidents}] / [\text{Number of new incidents}] * 100$
- B. $[[\text{Number of new incidents}]] / (\{\text{Number of new incidents}\}) * 100$
- C. $100 - \{\text{Average resolution time of resolved incidents}\} - 17.5 / 17.5 * 100$
- D. $((\text{Number of new critical incidents})) / ((\text{Number of new incidents})) * 100$
- E. $100 - (((\text{Average resolution time of resolved incidents}) - 17.5) / 17.5) * 100$

Answer: A,E

Explanation:

In Performance Analytics Formula Indicators, indicator references must follow strict syntax rules:

* Indicator names must be enclosed in single square brackets: `[Indicator name]`

* Mathematical operators must be valid

* Parentheses must be properly paired

* Curly braces `{ }` and double square brackets `[[]]` are not valid for indicator references

Let's evaluate each option:

* Option A - Incorrect Uses indicator names without square brackets, which is invalid syntax.

* Option B - Incorrect Uses curly braces `{ }`, which are not supported for indicator references, and also has ambiguous operator precedence.

* Option C - Correct Uses proper single square brackets, valid arithmetic operators, and correctly nested parentheses. This is a common and documented formula pattern for calculating percentage improvement against a baseline.

* Option D - Correct Uses valid square-bracket indicator references and proper arithmetic. Even though it is logically redundant, it is syntactically valid, which is what the question asks.

* Option E - Incorrect Uses double square brackets and mismatched braces `{ }`, which is invalid syntax.

NEW QUESTION # 36

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