

- Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q39-Q44):

NEW QUESTION # 39

What should the target for the Index and its supporting indicators be set to when creating an Index Indicator?

- A. 100% and Minimize
- B. 0% and Maximize
- C. 0% and Minimize
- **D. 100% and Maximize**

Answer: D

Explanation:

An Index Indicator in Platform Analytics represents a composite score calculated from multiple supporting indicators. According to ServiceNow best practices, both the Index and its supporting indicators should be normalized so that higher values represent better performance. Therefore, the correct configuration is a target of 100% with a Maximize direction.

This standardization ensures consistent weighting and scoring logic across all contributing indicators. If supporting indicators were set to Minimize or had inconsistent targets, the index calculation would produce misleading or inverted results. Options involving a 0% target are incorrect because index scores are designed to trend toward full achievement, represented as 100%. ServiceNow documentation clearly states that index indicators assume maximization logic for proper normalization and aggregation, making option D the correct and documented choice.

NEW QUESTION # 40

What happens when you select a predefined filter condition in the data source selection screen?

- A. The data source is automatically selected without any further options
- **B. The filter is applied and it can be refined under the Conditions section**
- C. The filter is saved and it will be automatically applied in future uses of the same data source
- D. The filter is applied and the data source is automatically selected

Answer: B

Explanation:

When a predefined filter condition is selected during data source configuration, Platform Analytics applies the filter immediately and displays it in the Conditions section, where it can be reviewed, modified, or extended.

This allows administrators to start with a standard filter and refine it to meet specific analytics requirements.

The filter is not automatically saved for future use, nor does it automatically select the data source without user confirmation.

ServiceNow documentation clarifies that predefined filters act as starting templates, not locked or persistent filters. Administrators retain full control to adjust conditions before saving the indicator or data source. Therefore, option B accurately describes the behavior.

NEW QUESTION # 41

What is the default Access Control for a new Indicator?

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

Answer: C

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 # 42

Breakdown element security is configured in the properties of which object?

- **A. Automated Breakdown**
- B. Automated Indicator
- C. Manual Breakdown
- D. Breakdown Source

Answer: A

Explanation:

Breakdown element security determines which users are allowed to see specific breakdown elements (such as certain categories or values) when viewing analytics data. In Platform Analytics, this security is configured directly on the Automated Breakdown record. Automated Breakdowns include properties that allow administrators to define element-level access control, typically by specifying roles that are required to view certain breakdown elements. This ensures sensitive analytics data is only visible to authorized users. The Breakdown Source defines how data is mapped and categorized but does not control visibility. Automated Indicators control score collection and aggregation, not breakdown element security. Manual Breakdowns are static and do not support dynamic element security in the same way.

ServiceNow documentation explicitly states that breakdown element security settings—such as restricting elements by role—are part of the Automated Breakdown configuration, making option D the correct answer.

NEW QUESTION # 43

What does the number of "Inserts" represent in a Job Log record?

- A. The number of incidents inserted into the instance yesterday
- B. The sum of the stored scores
- **C. The number of Performance Analytics scores stored**
- D. The number of Indicator Source records examined

Answer: C

Explanation:

In a Performance Analytics Job Log, the Inserts value represents the number of analytics score records written to the database during that job run. These inserts typically correspond to new indicator scores added to the Indicator Fact table.

This value does not represent business records such as incidents, nor does it indicate how many source records were evaluated.

Records examined and calculations performed may be far greater than the number of inserts, as only final score results are stored.

ServiceNow documentation confirms that Job Log insert counts reflect stored analytics results, making option B the correct interpretation.

NEW QUESTION # 44

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