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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">• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 3	<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 4	<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 5	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting
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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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q16-Q21):

NEW QUESTION # 16

What does the "Allow formula component to be NULL" setting for a Formula Indicator do?

- A. It allows components to be NULL without aborting the formula
- B. It converts NULL values to zero
- C. It skips the formula calculation if any component is NULL
- D. It always returns zero if any component is NULL

Answer: A

Explanation:

The Allow formula component to be NULL setting controls how a Formula Indicator behaves when one or more component indicators return NULL values. When enabled, the formula continues to calculate using the available components instead of aborting the calculation.

If this setting is disabled and any component returns NULL, the entire formula result becomes NULL. The setting does not automatically convert NULLs to zero, nor does it skip calculation entirely. ServiceNow documentation explains that this option provides flexibility in environments where some component indicators may not have data for every period, ensuring the formula can still produce meaningful results.

Therefore, option D accurately describes the behavior.

NEW QUESTION # 17

What is an example of how Platform Analytics can help achieve the goal of reducing IT spending by 10%?

- A. By generating comprehensive asset cost reports and importing them
- B. By conducting user satisfaction surveys to identify areas for improvement
- C. By automating password resets for users
- D. By breaking down incident resolution costs and identifying areas to optimize

Answer: D

Explanation:

Platform Analytics helps reduce IT spending by enabling cost visibility, trend analysis, and optimization insights. Breaking down incident resolution costs allows organizations to identify high-cost incident categories, inefficient processes, or teams with unusually long resolution times. By correlating cost data with performance indicators, leaders can make data-driven decisions to streamline workflows, reduce rework, and optimize resource allocation.

User satisfaction surveys (option A) provide qualitative feedback but do not directly measure or reduce costs.

Importing asset cost reports (option B) is a reporting or data integration activity, not an analytics-driven optimization approach.

Automating password resets (option C) is an operational improvement but does not directly leverage Platform Analytics capabilities. ServiceNow documentation emphasizes that Platform Analytics supports strategic objectives such as cost reduction by revealing inefficiencies through indicators, breakdowns, and historical trend analysis-making option C the correct answer.

NEW QUESTION # 18

Which feature in Platform Analytics enables the sharing of visualizations on any dashboard?

- A. The report_admin role
- B. Dashboard Sharing
- C. Visualization Library
- D. The pa_kpi_signals_admin role

Answer: C

Explanation:

The Visualization Library is the Platform Analytics feature that enables visualizations to be reused and shared across any dashboard. When a visualization (such as a time series, scorecard, or breakdown visualization) is saved to the Visualization Library, it becomes a reusable analytics component that can be added to multiple dashboards without duplicating configuration. This ensures consistency in metrics, reduces maintenance overhead, and supports centralized governance of analytics content.

Dashboard Sharing, by contrast, controls who can view or edit a dashboard, not how individual visualizations are reused across dashboards. Roles such as `pa_kpi_signals_admin` or `report_admin` provide administrative capabilities but do not enable cross-dashboard visualization reuse. According to ServiceNow Platform Analytics documentation, the Visualization Library is specifically designed to store, manage, and distribute analytics visualizations so they can be embedded in dashboards throughout the platform. This feature is essential in enterprise analytics implementations where the same KPIs and indicators must appear consistently across multiple dashboards and user audiences.

NEW QUESTION # 19

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

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

Answer: C

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 # 20

Which role allows for creating Indicators and Dashboards but not managing Data Collection jobs or Indicator Sources?

- A. PA Power User
- B. PA Contributor
- C. PA Data Collector
- D. PA Admin

Answer: B

Explanation:

The PA Contributor role is designed for users who create and configure Indicators, Breakdowns, and Dashboards, but who should not have administrative control over data collection jobs, indicator sources, or system-level analytics settings.

PA Admin has full control, including job and source management. PA Data Collector is focused on executing collection jobs only.

PA Power User is primarily for analysis and dashboard consumption rather than content creation. ServiceNow documentation defines PA Contributor as the correct role for content creation without administrative privileges, making option B correct.

NEW QUESTION # 21

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