

# Realistic ServiceNow CIS-PA Exam Questions



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## ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Data Visualization: This section focuses on presenting data through widgets, interactive filters, appropriate visualizations, dashboards, and analyzing data using Analytics Hub and KPI Details.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Architecture and Deployment: 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>• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>• Perform Diagnostics and Troubleshooting</li></ul>

>> Test CIS-PA Collection <<

## From Test CIS-PA Collection to Certified Implementation Specialist - Platform Analytics, Quickest Way for Passing

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## ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q56-Q61):

### NEW QUESTION # 56

There is a Summed Duration of wait time Indicator that stores duration in milliseconds.

Which action accurately configures the displayed duration in hours without creating a separate Formula Indicator?

- **A. Set the Unit in the Indicator to Hours**
- B. Use a Performance Analytics script to convert milliseconds to hours and recollect
- C. Use the API method getHours() in the Formula box
- D. Add / 3600000 to the Formula box and check Use formula

**Answer: A**

Explanation:

Platform Analytics supports unit conversion for duration-based indicators through the Unit field on the Indicator record. When an indicator stores duration values (such as milliseconds), setting the Unit to Hours automatically converts and displays the values correctly without modifying the underlying data or recollecting scores.

Using formulas or scripts is unnecessary and discouraged when a built-in unit conversion is available. The Formula box is intended for mathematical aggregation logic, not unit conversion. ServiceNow documentation explicitly states that duration indicators should rely on the Unit setting to control how values are displayed, making option A the correct and supported approach.

### NEW QUESTION # 57

Which scenarios require the use of ascripted Breakdown Mapping?

- A. Categorizing incidents based on their category
- B. Categorizing incidents based on their priority
- **C. Categorizing requests based on the number of times they were updated**
- D. Categorizing the length of time since tasks were updated into age ranges

**Answer: C**

Explanation:

Ascripted Breakdown Mapping is required when the breakdown value cannot be obtained through a direct field mapping or simple reference relationship. Categorizing requests based on the number of times they were updated requires calculating a value dynamically (for example, counting updates from the audit history), which is not stored as a single field on the record. Because this value must be derived programmatically, a scripted mapping is necessary.

Options B and C use existing fields (category, priority) that can be mapped directly without scripting. Option D uses age ranges, which are handled through Bucket Groups and the `pa_bucket` table, not scripted mappings.

ServiceNow documentation clearly states that scripted mappings are intended for calculated, derived, or indirect values, making option A the correct answer.

### NEW QUESTION # 58

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

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

**Answer: B**

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 # 59

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 always returns zero if any component is NULL
- C. It converts NULL values to zero
- D. It skips the formula calculation 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 # 60

How many queries are performed against the database when a Daily Data Collection job is executed?

- A. One for each indicator frequency
- B. One for each indicator type
- C. One for each indicator source
- D. One for each automated indicator

**Answer: C**

Explanation:

During a Daily Data Collection job, Platform Analytics executes one database query per Indicator Source, not per indicator. Multiple indicators can reference the same indicator source, allowing the platform to reuse the result set and calculate multiple scores from a single query.

This design is a key performance optimization in Platform Analytics. Executing queries per indicator would significantly increase database load, especially in large implementations. ServiceNow documentation explicitly states that indicator sources are the unit of data retrieval during collection, making option B the correct and documented answer.

#### NEW QUESTION # 61

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