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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"> 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 3	<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 4	<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 5	<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 (Q35-Q40):

NEW QUESTION # 35

Which definition describes the functionality of a Formula Indicator?

- A. A Formula Indicator is needed anytime you need to calculate an aggregate
- B. A Formula Indicator can reference the Indicator Threshold value
- **C. A Formula Indicator can use up to 5 Automated Indicators**
- D. The Formula Indicator score is calculated when the Formula Indicator is viewed

Answer: C

Explanation:

A Formula Indicator in ServiceNow Platform Analytics allows you to calculate a derived score using up to five other indicators (automated or manual) through a mathematical expression. These component indicators must already exist and have collected data.

Formula Indicators are not calculated at view time; instead, they are pre-calculated during data collection and stored like other indicator scores. This ensures consistent historical trending and optimal dashboard performance. Aggregates such as count or sum are handled by automated indicators, not formula indicators.

Formula indicators also cannot reference indicator threshold values, as thresholds are used only for KPI status evaluation and visualization, not for calculations.

ServiceNow documentation clearly states the five-indicator limit and emphasizes that Formula Indicators are meant for derived metrics, such as percentages, ratios, or normalized scores, making option B the only correct definition.

NEW QUESTION # 36

An Indicator stores the value 7423.3.

If the Precision is set to 0, what is displayed in a Score widget?

- A. 7423.3
- B. 0
- C. 1
- **D. 7k**

Answer: D

Explanation:

In ServiceNow Platform Analytics, the Precision setting controls how numeric values are rounded and abbreviated when displayed in Score widgets. When Precision is set to 0, the platform displays values using compact notation (such as k for thousands or M for millions) with no decimal places.

For a stored value of 7423.3, Precision 0 causes the value to be rounded to the nearest thousand and displayed as 7k. Platform Analytics does not display the full raw number unless compact notation is disabled or precision is increased. Option B (7000) and option D (7423) represent numeric rounding but not the compact display format used by score widgets. Option C is incorrect because Precision 0 explicitly removes decimals and applies abbreviation.

ServiceNow documentation confirms that score widgets use precision-based compact formatting, making 7k the correct displayed value when Precision is set to 0.

NEW QUESTION # 37

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

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

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 # 38

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

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

Answer: B

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 # 39

Which Breakdown is most likely to use a Bucket Group as its Breakdown Source?

- **A. Hour of day**
- B. Business Service
- C. Priority
- D. Assignment Group

Answer: A

Explanation:

A Bucket Group is used in Platform Analytics to categorize numeric or time-based values into ranges. The Hour of day breakdown is a classic example of this usage, as it groups records into defined hourly ranges (for example, 00-01, 01-02, and so on).

Priority, Business Service, and Assignment Group are categorical fields that use direct field mappings and do not require bucket logic. Bucket Groups are specifically intended for non-categorical data such as time, age, duration, or numeric ranges. ServiceNow documentation explicitly identifies time-based breakdowns, such as hour of day or age ranges, as appropriate use cases for Bucket Groups. Therefore, option A is the correct answer.

NEW QUESTION # 40

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