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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 Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.
Topic 3	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting
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">• Data Visualization: This section focuses on presenting data through widgets, interactive filters, appropriate visualizations, dashboards, and analyzing data using Analytics Hub and KPI Details.

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The Certified Implementation Specialist - Platform Analytics (CIS-PA) practice questions have a close resemblance with the actual Certified Implementation Specialist - Platform Analytics (CIS-PA) exam. Our ServiceNow CIS-PA exam dumps give help to give you an idea about the actual Certified Implementation Specialist - Platform Analytics (CIS-PA) exam. You can attempt multiple Certified Implementation Specialist - Platform Analytics (CIS-PA) exam questions on the software to improve your performance.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q41-Q46):

NEW QUESTION # 41

Choose 2 options.

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

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

Answer: A,B

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 # 42

Which user should you run Data Collections as?

- A. Platform Analytics Admin
- B. Maintenance account (maint)
- C. System Administrator
- D. A dedicated Performance Analytics service account

Answer: D

Explanation:

ServiceNow best practice recommends running Performance Analytics data collections using a dedicated service account specifically created for analytics processing. This ensures consistent permissions, predictable access to data, and improved auditability.

Running collections as individual admins can introduce permission inconsistencies if roles change. The maint account is intended for system upgrades and maintenance, not scheduled analytics jobs. A dedicated Performance Analytics service account minimizes operational risk and aligns with ServiceNow security and governance guidelines.

ServiceNow documentation emphasizes the importance of service accounts for background processing, making option C the correct and recommended choice.

NEW QUESTION # 43

Which scenarios require the use of scripted Breakdown Mapping?

- A. Categorizing incidents based on their priority
- B. Categorizing incidents based on their category
- 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:

Scripted Breakdown Mappings are 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 # 44

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

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

Answer: B

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 # 45

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

- A. The sum of the stored scores
- B. The number of incidents inserted into the instance yesterday
- **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 # 46

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