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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">Configure Breakdowns and Breakdown Sources: This section covers setting up breakdowns to analyze indicators across different dimensions, including breakdown mappings, matrices, exclusions, scripted mappings, and bucket groups.
Topic 3	<ul style="list-style-type: none">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">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"> 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 6	<ul style="list-style-type: none"> Perform Diagnostics and Troubleshooting
Topic 7	<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.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q44-Q49):

NEW QUESTION # 44

What is the purpose of using aBucket Group?

- A. To manage API integrations for real-time data processing
- B. To automate user role assignments
- C. To categorize a large number of breakdown values into a few groupings**
- D. To create detailed logs of all incidents and changes

Answer: C

Explanation:

ABucket Groupin Platform Analytics is used to group large sets of numeric or time-based values into a smaller, more meaningful number of ranges. Common examples include grouping ages into ranges (0-5 days, 6-10 days), durations into bands, or hours of the day into segments. This simplifies analysis and improves dashboard readability by reducing excessive breakdown elements.

Bucket Groups do not log incidents, manage roles, or control integrations. Instead, they support analytics by enabling structured classification of non-categorical data. ServiceNow documentation clearly positions Bucket Groups as a mechanism for transforming raw numeric or duration data into consumable breakdowns, making option B the correct answer.

NEW QUESTION # 45

What specifies thebase table and fieldused to uniquely identify elements in aBreakdown Source?

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

Answer: A

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 # 46

What does the number of "Inserts" represent in aJob Logrecord?

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

Answer: A

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 # 47

When are Additional conditions of an Indicator evaluated during Data Collection?

- A. When the Indicator is viewed in the Analytics Hub
- B. At the same time as the Indicator Source conditions
- **C. After the Indicator Source conditions**
- D. Before the Indicator Source conditions

Answer: C

Explanation:

During data collection, Platform Analytics first applies the `Indicator_Source` conditions to retrieve the base dataset. Once the source data is identified, the system then evaluates the `Additional` conditions defined on the Indicator itself.

This separation allows indicator-specific filtering without duplicating logic in the indicator source, supporting reuse and performance optimization. Additional conditions do not run in parallel with source conditions and are not evaluated at visualization time.

ServiceNow documentation explicitly explains that Indicator conditions refine the dataset after the source query executes, making option D the correct answer.

NEW QUESTION # 48

What determines the color of the score in a Score widget?

□

- A. Chart color defined for the base table
- B. Widget settings
- **C. Relationship to the target and the Direction setting of the Indicator**
- D. Field styles on the field used to calculate the Indicator

Answer: C

Explanation:

In ServiceNow Platform Analytics, the color of the score displayed in a Score widget is determined by the Indicator's relationship to its target in combination with the `Direction` setting (Maximize or Minimize) of the Indicator. This behavior is part of the KPI evaluation logic and is consistent across dashboards and KPI Details.

When an indicator has a defined target, Platform Analytics compares the current score against that target.

Based on whether the indicator is configured to maximize (higher is better) or minimize (lower is better), the platform automatically assigns a visual status such as green (on track), yellow (warning), or red (off track).

This status directly controls the color of the score value shown in the widget.

Chart colors, field styles, or widget-specific settings do not influence the score color. Those options may affect line charts or visual styling, but not KPI status coloring. ServiceNow documentation clearly states that KPI status and score coloring are driven by target evaluation logic, making option A the correct and verified answer.

NEW QUESTION # 49

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