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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<ul style="list-style-type: none"> This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 3	<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 4	<ul style="list-style-type: none"> Perform Diagnostics and Troubleshooting
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"> 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.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q52-Q57):

NEW QUESTION # 52

What is the purpose of aBreakdown Source?

- A. It defines a default elements filter
- B. It identifies unique breakdown elements for classification**
- C. It specifies which indicators are available to a breakdown
- D. It specifies the options available for non-categorical data

Answer: B

Explanation:

ABreakdown Sourcedefines how data isclassified into distinct breakdown elementsfor analysis. It identifies the table and field (or script) used to generate the unique values-such as categories, priorities, assignment groups, or buckets-that segment indicator scores.

Default element filters are configured on the Breakdown, not the Breakdown Source. Indicators are linked to Breakdowns through Breakdown Mappings, not selected at the source level. While bucket-based sources support non-categorical data, their core purpose remains identifying unique breakdown elements. ServiceNow documentation emphasizes that the Breakdown Source is responsible for definingwhere breakdown values come from and how they are identified, making option C the correct answer.

NEW QUESTION # 53

What is aBreakdown?

- A. It is a choice list of possible attribute values
- B. It is the ability to group or filter report data
- C. It is a source table for categorization data
- D. It is the ability to group or filter indicator scores**

Answer: D

Explanation:

In Platform Analytics, aBreakdownis used to group or filter indicator scoresbased on specific attributes, such as priority, category, assignment group, or age ranges. Breakdowns allow users to analyze how different segments contribute to overall performance and to compare trends across those segments over time.

Breakdowns operate onindicator scores, not on raw report data. While reports can also be grouped or filtered, that functionality is separate from Performance Analytics. A Breakdown does not define the source table itself (that is the role of the Breakdown

Source), nor is it merely a choice list. ServiceNow documentation clearly defines Breakdowns as a core analytics concept used to slice indicator data for deeper performance insight, making option D the correct answer.

NEW QUESTION # 54

Where are Next Experience Dashboards and Data Visualizations created?

- A. In the Analytics Hub
- B. In Analytics Administration
- C. In the Analytics Center
- D. In Reports Administration

Answer: C

Explanation:

Analytics Center is the workspace used to create and manage Next Experience Dashboards and Data Visualizations. It provides a unified interface for building modern, interactive analytics experiences, including metric visualizations, time series, breakdown views, and dashboards.

Analytics Hub is primarily used for viewing and exploring existing analytics, not creating them. Reports Administration and Analytics Administration serve different purposes and do not support Next Experience dashboard creation. ServiceNow documentation explicitly identifies Analytics Center as the creation and management environment for Next Experience analytics content, making option D the correct answer.

NEW QUESTION # 55

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

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

Answer: C

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 # 56

What happens when you select a predefined filter condition in the data source selection screen?

- A. The filter is saved and it will be automatically applied in future uses of the same data source
- B. The filter is applied and the data source is automatically selected
- C. The data source is automatically selected without any further options
- D. The filter is applied and it can be refined under the Conditions section

Answer: D

Explanation:

When a predefined filter condition is selected during data source configuration, Platform Analytics applies the filter immediately and displays it in the Conditions section, where it can be reviewed, modified, or extended.

This allows administrators to start with a standard filter and refine it to meet specific analytics requirements.

The filter is not automatically saved for future use, nor does it automatically select the data source without user confirmation.

ServiceNow documentation clarifies that predefined filters act as starting templates, not locked or persistent filters. Administrators

retain full control to adjust conditions before saving the indicator or data source. Therefore, option D accurately describes the behavior.

NEW QUESTION # 57

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