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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">• 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 4	<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.

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CIS-PA Questions Exam - CIS-PA Latest Test Preparation

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

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

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 # 25

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

□

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

Answer: D

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 values 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 # 26

Which user should you run Data Collections as?

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

Answer: A

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 # 27

Which statements describe the respective Performance Analytics object behavior?

- A. The frequency of an Indicator can differ from that of an Indicator Source
- B. Indicator Sources with a Monthly frequency can still be collected in a Daily job
- C. Breakdowns require a Breakdown Mapping to be added to an Automated Indicator
- D. Data collection must be completed before assigning Breakdowns to an Indicator

Answer: A,B

Explanation:

In ServiceNow Performance Analytics, Indicator Sources and Indicators are distinct objects with different responsibilities, and understanding their behavior is essential for correct architecture and deployment.

Option A is correct.

Indicator Sources define how and when raw data is queried, but they can be reused by multiple data collection jobs. Even if an Indicator Source is configured with a Monthly frequency, it can still be executed by a Daily data collection job. The job frequency controls execution timing, not the source frequency itself. This reuse is a documented performance optimization in Platform Analytics.

Option C is correct.

The Indicator frequency is independent of the Indicator Source frequency. For example, an Indicator Source may collect daily raw data, while the Indicator aggregates and stores scores weekly or monthly. This separation allows flexible aggregation strategies and is explicitly supported by Platform Analytics design.

Option B is incorrect because Breakdowns require a Breakdown Mapping, but they are not inherently tied only to Automated Indicators, nor is this statement describing object behavior accurately in isolation.

Option D is incorrect because Breakdowns can be assigned to an Indicator before or after data collection; they are applied when the next collection runs.

NEW QUESTION # 28

Choose 2 options.

Which types of calendars are supported on an Indicator Source?

- A. Standard Calendar
- B. Custom Calendar
- C. Docket Calendar
- D. Fiscal Calendar
- E. Resource Calendar

Answer: A,B

Explanation:

Indicator Sources in Platform Analytics support Standard calendars and Custom calendars to control how data collection aligns with business time definitions. The Standard Calendar uses regular system time, while Custom Calendars allow organizations to define business-specific working days, holidays, and schedules.

Fiscal calendars are used for financial reporting but are not supported directly by Indicator Sources. Resource and Docket calendars are unrelated to analytics collection. ServiceNow documentation explicitly states that Indicator Sources rely on standard or custom calendars for accurate time-based aggregation, making options B and E the correct answers.

NEW QUESTION # 29

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