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79. Question

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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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"> • Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 4	<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 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"> • Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample

Questions (Q37-Q42):

NEW QUESTION # 37

Breakdown element security is configured in the properties of which object?

- A. Automated Breakdown
- B. Manual Breakdown
- C. Automated Indicator
- D. Breakdown Source

Answer: A

Explanation:

Breakdown element security determines which users are allowed to see specific breakdown elements (such as certain categories or values) when viewing analytics data. In Platform Analytics, this security is configured directly on the Automated Breakdown record. Automated Breakdowns include properties that allow administrators to define element-level access control, typically by specifying roles that are required to view certain breakdown elements. This ensures sensitive analytics data is only visible to authorized users. The Breakdown Source defines how data is mapped and categorized but does not control visibility. Automated Indicators control score collection and aggregation, not breakdown element security. Manual Breakdowns are static and do not support dynamic element security in the same way.

ServiceNow documentation explicitly states that breakdown element security settings—such as restricting elements by role—are part of the Automated Breakdown configuration, making option D the correct answer.

NEW QUESTION # 38

What should the target for the Index and its supporting indicators be set to when creating an Index Indicator?

- A. 100% and Minimize
- B. 0% and Maximize
- C. 0% and Minimize
- D. 100% and Maximize

Answer: D

Explanation:

An Index Indicator in Platform Analytics represents a composite score calculated from multiple supporting indicators. According to ServiceNow best practices, both the Index and its supporting indicators should be normalized so that higher values represent better performance. Therefore, the correct configuration is a target of 100% with a Maximize direction.

This standardization ensures consistent weighting and scoring logic across all contributing indicators. If supporting indicators were set to Minimize or had inconsistent targets, the index calculation would produce misleading or inverted results. Options involving a 0% target are incorrect because index scores are designed to trend toward full achievement, represented as 100%. ServiceNow documentation clearly states that index indicators assume maximization logic for proper normalization and aggregation, making option D the correct and documented choice.

NEW QUESTION # 39

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

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

Answer: B

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 # 40

Which configuration confirms that an Automated Breakdown is using a Bucket Group?

- A. The Related list conditions of the Breakdown Source identify the Bucket Groups
- B. The Default elements filter of the Breakdown specifies the Bucket Groups
- C. The Facts table of the Breakdown Source is set to [pa_buckets]
- D. The Facts table of the Breakdown is set to [pa_buckets]

Answer: C

Explanation:

An Automated Breakdown is confirmed to be using a Bucket Group when the Facts table of the Breakdown Source is set to Bucket [pa_buckets]. Bucket Groups define how numeric or duration values are grouped, but the actual bucketed analytics data is stored in the pa_bucketstable during data collection.

The Breakdown Source is responsible for defining where the breakdown facts originate. If its Facts table is pa_buckets, this indicates that the breakdown is based on bucketed values generated by a Bucket Group. The Breakdown record itself does not define the facts table, and default element filters or related list conditions do not establish the use of bucket data.

ServiceNow Platform Analytics documentation clearly states that all bucket-based breakdowns must reference pa_buckets at the Breakdown Source level, making option C the correct and definitive answer.

NEW QUESTION # 41

Which scenarios require the use of a scripted Breakdown Mapping?

- A. Categorizing incidents based on their category
- B. Categorizing the length of time since tasks were updated into age ranges
- C. Categorizing incidents based on their priority
- D. Categorizing requests based on the number of times they were updated

Answer: D

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_bucketstable, 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 # 42

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