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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting

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"> • 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 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.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q12-Q17):

NEW QUESTION # 12

How can a Breakdown be applied to multiple Indicators based on different Facts tables?

- A. Create a mapping script to define the relationship between the indicator facts tables and the breakdown source
- B. Configure the indicators to use the same indicator source
- C. Create a separate breakdown record for each indicator facts table
- **D. Create a separate breakdown mapping for each indicator facts table**

Answer: D

Explanation:

A single Breakdown can be reused across multiple indicators—even when those indicators are based on different facts tables—by creating a separate Breakdown Mapping for each indicator facts table.

The Breakdown defines what is being analyzed, while the Breakdown Mapping defines how the indicator facts relate to the breakdown source. Because different facts tables may store data differently, each requires its own mapping configuration. A scripted mapping is only required when no direct relationship exists, not simply because facts tables differ. ServiceNow documentation clearly states that reuse across facts tables is achieved through multiple mappings, making option D the correct answer.

NEW QUESTION # 13

Which of the following statements best describes an Automated Indicator?

- A. A subcategorization of an indicator that provides more granular views of scores
- B. A scheduled job that collects data
- C. A process summary taken at a single point in time
- **D. A series of measurements that describe a process over a period of time**

Answer: D

Explanation:

An Automated Indicator in Platform Analytics is defined as a series of measurements collected over time that represent the performance of a process. These measurements are stored as time series data, allowing organizations to analyze trends, patterns, and historical performance. Automated indicators rely on indicator sources and scheduled data collection jobs to collect data at defined intervals, such as daily or hourly.

Option B describes a snapshot report, which represents data at a single point in time and does not support trending. Option C refers to breakdowns, which categorize indicator scores for deeper analysis but do not define the indicator itself. Option D describes the data collection job, which is a mechanism used by automated indicators but not the indicator definition. ServiceNow documentation explicitly states that indicators represent performance over time, making option A the correct and most complete description of an Automated Indicator.

NEW QUESTION # 14

Which scenario requires a scripted Breakdown Mapping?

- A. The field to map to is of type Sys ID
- B. The table being mapped is a database view and not an actual table
- C. There is no direct mapping between the Indicator field and the Breakdown table
- D. The value needed for the Breakdown is available only as a dot-walked field

Answer: C

Explanation:

Scripted Breakdown Mappings are required when there is no direct field relationship between the Indicator source data and the Breakdown source table. In such cases, standard field mapping cannot resolve how indicator records should be categorized, so a script is needed to programmatically determine the correct breakdown value.

Mapping to a Sys ID field (option B) is supported through standard mappings. Database views (option C) can still be mapped if fields are accessible. Dot-walked fields (option D) are commonly supported without scripting. According to ServiceNow Platform Analytics documentation, scripted mappings are specifically intended for complex or indirect relationships, making option A the correct answer.

NEW QUESTION # 15

How can a Breakdown be applied to multiple Indicators based on different Facts tables?

- A. Create a mapping script to define the relationship between the indicator facts tables and the breakdown source
- B. Configure the indicators to use the same indicator source
- C. Create a separate breakdown record for each indicator facts table
- D. Create a separate breakdown mapping for each indicator facts table

Answer: D

Explanation:

A single Breakdown can be reused across multiple indicators—even when those indicators are based on different facts tables—by creating a separate Breakdown Mapping for each indicator facts table.

The Breakdown defines what is being analyzed, while the Breakdown Mapping defines how the indicator facts relate to the breakdown source. Because different facts tables may store data differently, each requires its own mapping configuration. A scripted mapping is only required when no direct relationship exists, not simply because facts tables differ. ServiceNow documentation clearly states that reuse across facts tables is achieved through multiple mappings, making option D the correct answer.

NEW QUESTION # 16

Where should you navigate to activate a Performance Analytics Content Pack?

- A. Performance Analytics > Activate Solution
- B. System Applications > All Available Applications > All
- C. Content Management > Performance Analytics
- D. Performance Analytics > Add Content Pack

Answer: D

Explanation:

Performance Analytics Content Packs provide prebuilt indicators, breakdowns, dashboards, and jobs for specific applications such as Incident, Problem, or Change Management. To activate these packs, administrators navigate to Performance Analytics > Add Content Pack. This interface lists all available analytics content packs and allows administrators to preview and activate them.

Option A refers to Solution activation, which is unrelated to Performance Analytics content. Option B is used for application plugins, not analytics packs. Option D does not exist as a valid navigation path for Performance Analytics. ServiceNow documentation explicitly identifies Performance Analytics > Add Content Pack as the correct location to install analytics content, making option C the verified answer.

NEW QUESTION # 17

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