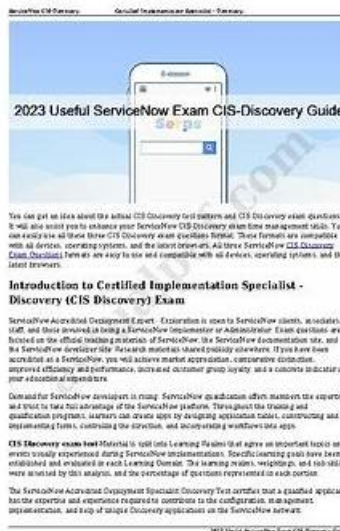


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## ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Data Collection:</b> This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Architecture and Deployment:</b> This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.</li> </ul>

Topic 3	<ul style="list-style-type: none"> <li>• This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Perform Diagnostics and Troubleshooting</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

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

#### NEW QUESTION # 44

Which role allows for creating and configuring Indicators, Breakdowns, and managing Data Collection?

- **A. PA Admin**
- B. PA Contributor
- C. PA Data Collector
- D. PA Power User

**Answer: A**

Explanation:

The PA Admin role provides full administrative access to Platform Analytics. Users with this role can create and configure indicators, define breakdowns and breakdown sources, manage data collection jobs, activate content packs, and administer analytics security and settings.

PA Contributors typically create content within limited scopes, while PA Power Users focus on analysis and dashboards rather than core configuration. The PA Data Collector role is limited to running data collection jobs. ServiceNow documentation clearly identifies PA Admin as the role required for full analytics configuration and administration, making option B the correct answer.

#### NEW QUESTION # 45

Which of the following accurately describes how Formula Indicators are calculated in ServiceNow?

- A. They are calculated daily and stored in the main database
- B. They are calculated in real time but stored as temporary data
- **C. They are pre-calculated and stored for future use**
- D. They are calculated and displayed in real time without being stored

**Answer: C**

Explanation:

Formula Indicators in Platform Analytics are pre-calculated during data collection and their results are stored in the Indicator Facts table, just like automated indicators. They are not calculated in real time when a dashboard is viewed. Instead, they use the previously collected scores of their component indicators to compute a derived value at collection time.

This design ensures consistent historical analysis, predictable performance, and accurate trending. Real-time calculation would undermine historical integrity and dashboard performance, which is why ServiceNow explicitly avoids it for formula indicators. The stored results can then be reused across dashboards and reports without recalculation. ServiceNow documentation clearly states that formula indicators behave like other indicators in that they are persisted for future analysis, making option C correct.

#### NEW QUESTION # 46

Choose 2 options.

Which formula is syntactically CORRECT in ServiceNow Performance Analytics, assuming that all indicator names are valid?

- A.  $((\text{Number of new critical incidents}) / (\text{Number of new incidents})) * 100$
- B.  $[\text{Number of new incidents}] / [\text{Number of new incidents}] * 100$
- C.  $100 - (((\text{Average resolution time of resolved incidents}) - 17.5) / 17.5) * 100$
- D.  $[[\text{Number of new incidents}]] / (\{\text{Number of new incidents}\}) * 100$
- E.  $100 - \{\text{Average resolution time of resolved incidents}\} - 17.5 / 17.5 * 100$

**Answer: B,C**

Explanation:

In Performance Analytics Formula Indicators, indicator references must follow strict syntax rules:

- \* Indicator names must be enclosed in single square brackets: [Indicator name]
  - \* Mathematical operators must be valid
  - \* Parentheses must be properly paired
  - \* Curly braces { } and double square brackets [ [ ] ] are not valid for indicator references
- Let's evaluate each option:
- \* Option A - Incorrect Uses indicator names without square brackets, which is invalid syntax.
  - \* Option B - Incorrect Uses curly braces { }, which are not supported for indicator references, and also has ambiguous operator precedence.
  - \* Option C - Correct Uses proper single square brackets, valid arithmetic operators, and correctly nested parentheses. This is a common and documented formula pattern for calculating percentage improvement against a baseline.
  - \* Option D - Correct Uses valid square-bracket indicator references and proper arithmetic. Even though it is logically redundant, it is syntactically valid, which is what the question asks.
  - \* Option E - Incorrect Uses double square brackets and mismatched braces { }, which is invalid syntax.

#### NEW QUESTION # 47

What functionality lets you visualize indicator data over time in units representing periods such as year, quarter, and similar fiscal periods?

- A. Business Calendars
- B. Timecard Calendars
- C. Gregorian Calendars
- D. Fiscal Calendars

**Answer: D**

Explanation:

Fiscal Calendars allow Platform Analytics to aggregate and visualize indicator data using fiscal periods such as fiscal years, quarters, and accounting periods. This is essential for organizations that do not follow standard calendar years for reporting and performance measurement.

Gregorian calendars use standard date boundaries, while Business Calendars define working and non-working time for duration calculations. Timecard calendars are unrelated to analytics aggregation. ServiceNow documentation clearly states that fiscal period-based analysis is enabled through Fiscal Calendars, making option B the correct answer.

#### NEW QUESTION # 48

What is an example of how Platform Analytics can help achieve the goal of reducing IT spending by 10%?

- A. By automating password resets for users
- B. By breaking down incident resolution costs and identifying areas to optimize
- C. By conducting user satisfaction surveys to identify areas for improvement
- D. By generating comprehensive asset cost reports and importing them

**Answer: B**

Explanation:

Platform Analytics helps reduce IT spending by enabling cost visibility, trend analysis, and optimization insights. Breaking

down incident resolution costs allows organizations to identify high-cost incident categories, inefficient processes, or teams with unusually long resolution times. By correlating cost data with performance indicators, leaders can make data-driven decisions to streamline workflows, reduce rework, and optimize resource allocation.

User satisfaction surveys (option A) provide qualitative feedback but do not directly measure or reduce costs.

Importing asset cost reports (option B) is a reporting or data integration activity, not an analytics-driven optimization approach.

Automating password resets (option D) is an operational improvement but does not directly leverage Platform Analytics capabilities.

ServiceNow documentation emphasizes that Platform Analytics supports strategic objectives such as cost reduction by revealing inefficiencies through indicators, breakdowns, and historical trend analysis-making option C the correct answer.

## NEW QUESTION # 49

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