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## ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Perform Diagnostics and Troubleshooting</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.</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>• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.</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>
Topic 6	<ul style="list-style-type: none"><li>• Architecture and Deployment: This domain covers the foundational components of the Performance Analytics solution and the proper deployment sequence in ServiceNow environments.</li></ul>

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## ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q30-Q35):

### NEW QUESTION # 30

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 calculated and displayed in real time without being stored
- D. They are pre-calculated and stored for future use

**Answer: D**

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 # 31

Which statements describe the respective Performance Analytics object behavior?

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

**Answer: A,C**

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 # 32

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

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

**Answer: B**

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 # 33

When sharing a Dashboard, who can be granted Dashboard access?

- A. A specific role
- B. A specific user
- C. A specific group
- D. A specific user, group, or role

#### Answer: D

Explanation:

In Platform Analytics, dashboards are shared through the dashboardShareaction. In the Share Dashboard dialog, the Grant access to field explicitly allows you to enter one or more users, groups, or roles to share the dashboard with. This sharing controls whether recipients can view the dashboard or edit it, depending on whether you add them as a viewer or editor. Sharing can also optionally allow recipients to manage (add/edit

/remove) sharing permissions if that option is enabled. ServiceNow further notes that only certain privileged roles (such as admin, dashboard\_admin, pa\_admin, or pa\_power\_user) can see roles in the sharing panel in some configurations, and sharing with roles may require read access to the Roles [sys\_user\_role] table. This means access can be granted at the individual level (user), team level (group), or permission level (role), making "user, group, or role" the correct and complete choice.

### NEW QUESTION # 34

How can dashboard filters retain their values across logins and page refreshes?

- A. By configuring the filter to apply to the entire dashboard
- B. By applying session-based persistence
- C. By setting the filter as a global default
- D. By setting the filter as a Favorite in the user's page settings

#### Answer: B

Explanation:

Dashboard filters retain their values across page refreshes and user navigation through session-based persistence. When this option is enabled, filter selections are stored for the duration of the user's session and automatically reapplied as the user navigates or refreshes the page.

Favorites and global defaults define starting values, not persistence behavior. Applying a filter to the entire dashboard controls scope, not retention. ServiceNow documentation explains that session persistence is the mechanism that maintains filter state, making option C the correct answer.

### NEW QUESTION # 35

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