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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">• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 3	<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.
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.
Topic 5	<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 6	<ul style="list-style-type: none">• This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 7	<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.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q55-Q60):

NEW QUESTION # 55

Choose 2 options.

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

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

Answer: A,D

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 # 56

Which definition best describes the KPI Details application?

- A. KPI Details is a content pack of predefined indicators
- B. KPI Details is a content pack of predefined reports for Performance Analytics
- C. KPI Details is the set of statistics shown on the Analytics Hub view of an indicator
- D. KPI Details is an exploratory view of indicators, used for more detailed analysis

Answer: D

Explanation:

The KPI Details application provides an exploratory, in-depth view of individual indicators. It allows users to analyze trends, targets, forecasts, breakdowns, and historical performance beyond what is shown in high-level dashboards.

KPI Details is not a content pack and does not consist of predefined reports. While Analytics Hub displays summary KPI information, KPI Details is a dedicated application for deeper investigation and performance review. ServiceNow documentation clearly describes KPI Details as a drill-down analysis tool, making option B the correct answer.

NEW QUESTION # 57

There is a Summed Duration of wait time Indicator that stores duration in milliseconds.

Which action accurately configures the displayed duration in hours without creating a separate Formula Indicator?

- A. Use a Performance Analytics script to convert milliseconds to hours and recollect
- B. Use the API method getHours() in the Formula box

- C. Add / 3600000 to the Formula box and check Use formula
- **D. Set the Unit in the Indicator to Hours**

Answer: D

Explanation:

Platform Analytics supports unit conversion for duration-based indicators through the Unit field on the Indicator record. When an indicator stores duration values (such as milliseconds), setting the Unit to Hours automatically converts and displays the values correctly without modifying the underlying data or recollecting scores.

Using formulas or scripts is unnecessary and discouraged when a built-in unit conversion is available. The Formula box is intended for mathematical aggregation logic, not unit conversion. ServiceNow documentation explicitly states that duration indicators should rely on the Unit setting to control how values are displayed, making option A the correct and supported approach.

NEW QUESTION # 58

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

□

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

Answer: A

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 # 59

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

- A. They are calculated and displayed in real time without being stored
- B. They are calculated daily and stored in the main database
- C. They are calculated in real time but stored as temporary data
- **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 # 60

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