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## ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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 4	<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 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 (Q10-Q15):

### NEW QUESTION # 10

Who is the In-Line Dashboard Editor intended for?

- A. System administrators
- B. External contractors
- C. Developers
- **D. Business users**

**Answer: D**

Explanation:

The In-Line Dashboard Editor is designed primarily for business users who need to make quick, simple adjustments to dashboards without deep technical knowledge. It allows users to edit layouts, move widgets, and make basic configuration changes directly from the dashboard view.

System administrators and developers typically use the full dashboard configuration interfaces for advanced customization, scripting, or governance. External contractors are not a defined target audience for this feature.

ServiceNow documentation emphasizes that the in-line editor empowers non-technical users to personalize dashboards safely and efficiently, making option A the correct answer.

### NEW QUESTION # 11

What happens when you select a predefined filter condition in the data source selection screen?

- **A. The filter is applied and it can be refined under the Conditions section**
- B. The filter is applied and the data source is automatically selected
- C. The filter is saved and it will be automatically applied in future uses of the same data source
- D. The data source is automatically selected without any further options

**Answer: A**

Explanation:

When a predefined filter condition is selected during data source configuration, Platform Analytics applies the filter immediately and displays it in the Conditions section, where it can be reviewed, modified, or extended.

This allows administrators to start with a standard filter and refine it to meet specific analytics requirements.

The filter is not automatically saved for future use, nor does it automatically select the data source without user confirmation.

ServiceNow documentation clarifies that predefined filters act as starting templates, not locked or persistent filters. Administrators retain full control to adjust conditions before saving the indicator or data source. Therefore, option D accurately describes the behavior.

### NEW QUESTION # 12

Which statement describes Performance Analytics Spotlight?

- A. A ranked list of records based on several weighted conditions
- B. A view of the record priority at the current time
- C. A view of the process data captured over a period of time
- D. A visualization of an indicator score to display on a dashboard

**Answer: A**

Explanation:

Performance Analytics Spotlight is a feature that provides a ranked list of records based on multiple weighted conditions, helping users focus on the most critical records that require attention. Spotlight differs from traditional reports and time-series analytics because it evaluates records dynamically using scoring logic rather than historical aggregation.

Option A describes dashboard visualizations such as time series or scorecards. Option B refers to record views, not analytics.

Option D describes Performance Analytics indicators, which track trends over time.

ServiceNow documentation clearly defines Spotlight as a prioritization tool that ranks records using configurable rules and weights, making option C the correct and complete description.

### NEW QUESTION # 13

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 # 14

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

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

**Answer: C**

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 # 15

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