

Efficient CIS-PA Real Question | Easy To Study and Pass Exam at first attempt & Professional CIS-PA: Certified Implementation Specialist - Platform Analytics



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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">• Perform Diagnostics and Troubleshooting: This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 3	<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 4	<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 5	<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.

- Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.

>> CIS-PA Real Question <<

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q38-Q43):

NEW QUESTION # 38

What is the default aggregation for the Metric tile in a Data Visualization?

- A. SUM
- B. AVERAGE
- C. COUNT
- D. MIN

Answer: C

Explanation:

In Platform Analytics data visualizations, the Metric tile is designed to display a single summarized value. By default, the aggregation used for a Metric tile is COUNT. This means the tile displays the total number of records or scores returned by the data source unless the aggregation is explicitly changed by the user.

COUNT is the most commonly used aggregation because Metric tiles are often used to show key headline numbers such as total incidents, open requests, or completed tasks. Other aggregations like AVERAGE, MIN, or SUM are available options, but they must be manually selected during configuration. ServiceNow documentation confirms that COUNT is the default aggregation applied to Metric visualizations, making option A the correct answer.

NEW QUESTION # 39

Which definition describes the functionality of a Formula Indicator?

- A. The Formula Indicator score is calculated when the Formula Indicator is viewed
- B. A Formula Indicator can reference the Indicator Threshold value
- C. A Formula Indicator can use up to 5 Automated Indicators
- D. A Formula Indicator is needed anytime you need to calculate an aggregate

Answer: C

Explanation:

A Formula Indicator in ServiceNow Platform Analytics allows you to calculate a derived score using up to five other indicators (automated or manual) through a mathematical expression. These component indicators must already exist and have collected data.

Formula Indicators are not calculated at view time; instead, they are pre-calculated during data collection and stored like other indicator scores. This ensures consistent historical trending and optimal dashboard performance. Aggregates such as count or sum are handled by automated indicators, not formula indicators.

Formula indicators also cannot reference indicator threshold values, as thresholds are used only for KPI status evaluation and visualization, not for calculations.

ServiceNow documentation clearly states the five-indicator limit and emphasizes that Formula Indicators are meant for derived metrics, such as percentages, ratios, or normalized scores, making option B the only correct definition.

NEW QUESTION # 40

Which Indicator should be excluded from a Historic Data Collection because its scores cannot be accurately collected?

- A. Number of incidents resolved in time
- B. Number of open problems not updated in the last 90 days
- C. Summed age of open problems
- D. Number of new requests

Answer: C

Explanation:

Historic Data Collection is designed to accurately reconstruct past indicator scores based on historical records. Indicators that rely on calculated age values, such as summed age of open problems, cannot be accurately reconstructed because age is a time-relative value that depends on the exact moment of calculation.

Count-based indicators (options A, B, and D) can be recalculated historically by evaluating record states at specific points in time. However, summing age values requires knowing the precise age of each record at each historical interval, which is not reliably reproducible. ServiceNow documentation explicitly warns against using historic data collection for age-based and duration-sum indicators, making option C the correct exclusion.

NEW QUESTION # 41

Which scenario requires scripted Breakdown Mapping?

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

Answer: A

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 # 42

What can you do in the Dashboards module of the Analytics Center?

- A. Create, delete, and view Next Experience dashboards
- B. Create, update, certify, share, and view Next Experience dashboards
- C. Only share and view Next Experience dashboards
- D. Only create and view Next Experience dashboards

Answer: B

Explanation:

The Dashboards module in Analytics Center provides full lifecycle management for Next Experience Dashboards. Users with appropriate permissions can create, update, certify, share, and view dashboards from this module.

Certification is an important governance feature that marks dashboards as trusted and production-ready.

Sharing controls access, while update and creation enable continuous improvement. Viewing alone is insufficient for analytics governance. ServiceNow documentation clearly defines the Dashboards module as the central place for full dashboard management, making option D the correct answer.

NEW QUESTION # 43

