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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.

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CIS-PA Test Questions Fee - Guaranteed CIS-PA Questions Answers

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q40-Q45):

NEW QUESTION # 40

Choose 2 options.

Which variables are used in a Performance Analytics script without being defined in the Fields list?

- A. sys_updated_on
- B. collection_job_start
- C. sys_created_on
- D. collection_job_end
- E. score_end
- F. score_start

Answer: E,F

Explanation:

In Performance Analytics scripted indicators, certain system-provided variables are automatically available without being explicitly defined in the Fields list. The variables `score_start` and `score_end` represent the start and end timestamps of the reporting period for which the indicator score is being calculated. These variables are essential for time-aware calculations and historical accuracy. Fields such as `sys_created_on` and `sys_updated_on` must be explicitly added to the Fields list if they are used in scripts. `collection_job_start` and `collection_job_end` are not available script variables in indicator calculations. ServiceNow documentation clearly identifies `score_start` and `score_end` as built-in variables available to Performance Analytics scripts, making options B and F the correct answers.

NEW QUESTION # 41

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

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

Answer: D

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 # 42

Which definition describes the functionality of a Formula Indicator?

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

Answer: A

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 # 43

Which application helps to obtain insights on new and returning platform users and their navigation patterns?

- A. Platform Analytics Workspace
- B. Next Experience Dashboards
- C. Responsive Dashboards
- D. User Experience Analytics

Answer: D

Explanation:

User Experience Analytics is the application designed to analyze user behavior, including new versus returning users, session frequency, navigation paths, page views, and interaction patterns across the ServiceNow platform. It provides insights into how users engage with the platform and helps organizations optimize usability, adoption, and performance.

Responsive Dashboards and Next Experience Dashboards are visualization and UI frameworks, not behavioral analytics tools.

Platform Analytics Workspace focuses on KPI monitoring and process performance, not clickstream or navigation behavior.

ServiceNow documentation clearly positions User Experience Analytics as the solution for understanding how users interact with the platform, making option D the correct answer.

NEW QUESTION # 44

When using a Bucket Group as a Breakdown Source, which is the required Breakdown Source Facts table?

- A. The Indicator Facts table
- B. Bucket Group [pa_bucket_groups]
- C. Choice [sys_choice]
- D. Bucket [pa_buckets]

Answer: D

Explanation:

When a Bucket Group is used as a Breakdown Source in Platform Analytics, the required Facts table is Bucket [pa_buckets]. Bucket Groups define how numeric or duration values (such as age, time, or cost ranges) are grouped, but they do not store analytics facts themselves. The actual bucketed values generated during data collection are stored in the pa_bucket table, which makes it the authoritative facts table for bucket-based breakdowns.

The pa_bucket_group table only stores configuration metadata for bucket definitions. The sys_choice table is used exclusively for choice list values and is unrelated to bucket analytics. The Indicator Facts table stores indicator scores but does not contain bucket-level breakdown data. ServiceNow documentation explicitly states that any breakdown based on bucket groups must reference the pa_bucket table to ensure accurate historical analysis and proper breakdown rendering. Therefore, option C is the only correct answer.

NEW QUESTION # 45

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