

# 100% Pass Quiz 2026 ServiceNow Fantastic 100% CIS-PA Correct Answers

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**SERVICENOW CSA PRACTICE TEST STUDY  
GUIDE 2025/2026 COMPLETE QUESTIONS  
WITH CORRECT DETAILED ANSWERS ||  
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<BRAND NEW VERSION>**

1. What would you do, on a list, if you wanted to show records in groups, based on the column category?
  - a. On list Context Menu, select Group By > Category
  - b. On the Filter Menu, select Group By > Category
  - c. Click Group On icon, select Category
  - d. On Navigator Filter, type tablename.group.category and press enter.
  - e. On the Category column table, click Context menu > Group By Category - ANSWER ✓ a. On list Context Menu, select Group By > Category
  - f. On the Category column table, click Context menu > Group By Category
2. When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
  - a. Run Transform
  - b. Run Import
  - c. Import Dataset
  - d. Execute Transform
  - e. Schedule Transform - ANSWER ✓ a. Run Transform
3. What are the steps for applying an update set to an instance?
  - a. Retrieve, Preview, Commit
  - b. Specify, Transform, Apply
  - c. Retrieve, Assess, Apply
  - d. Get, Test, Push

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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>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>

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

### NEW QUESTION # 40

An Indicator stores the value 42502.

If the Precision is set to 2, what is displayed in a Score widget?

- A. 42,502.00
- B. 4,250.20
- C. 0
- D. 4.25k

**Answer: D**

Explanation:

In Platform Analytics score widgets, the Precision setting controls how numeric values are abbreviated and rounded for display. When precision is set to 2, large numbers are displayed using compact notation (such as k for thousands) with two significant digits.

A stored value of 42,502 is therefore displayed as 4.25k, improving readability while preserving meaningful precision. Full numeric formatting or fixed decimal display is not the default behavior for score widgets.

ServiceNow documentation confirms that precision affects abbreviated score presentation, making option B the correct answer.

### NEW QUESTION # 41

Which definition best describes the KPI Details application?

- A. KPI Details is the set of statistics shown on the Analytics Hub view of an indicator
- B. KPI Details is a content pack of predefined reports for Performance Analytics
- C. KPI Details is a content pack of predefined indicators
- 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 # 42

Which Breakdown should be excluded from the Historical Data Collection job configured for the indicator Number of open and overdue incidents?

- A. Age
- B. State
- C. Location
- D. Category

**Answer: A**

Explanation:

Historical Data Collection is intended to accurately reconstruct past indicator scores. Age-based breakdowns must be excluded because age is a time-relative value that cannot be reliably recalculated for historical points in time.

For the indicator Number of open and overdue incidents, breakdowns such as Location, Category, and State can be historically recalculated by evaluating record attributes at specific points in time. However, Age depends on the exact moment of evaluation and changes continuously, making it unsuitable for historical backfilling.

ServiceNow documentation explicitly warns against using age or duration-based breakdowns in historical data collection jobs, as they lead to inaccurate or misleading results. Therefore, option A is the correct and documented exclusion.

#### NEW QUESTION # 43

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

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

**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 C the correct answer.

#### NEW QUESTION # 44

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

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

**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 # 45

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