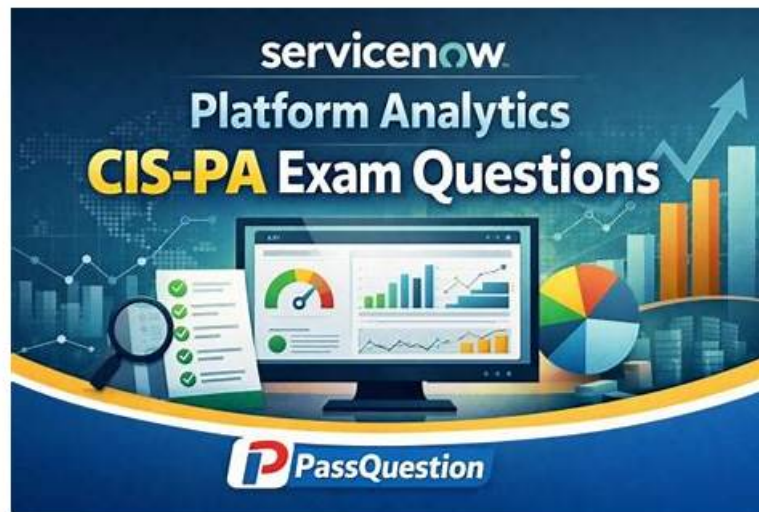


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ServiceNow CIS-PA Exam Overview:

Certification Vendor:	ServiceNow
Exam Name:	Certified Implementation Specialist - Platform Analytics
Exam Number:	CIS-PA
Exam Format:	Multiple Choice, Multiple Select, True/False
Related Certifications:	Certified Implementation Specialist - Platform Analytics
Available Languages:	English
Real Exam Qty:	Approximately 60
Certificate Validity Period:	3 years
Passing Score:	Approximately 75% (correct answers required)
Exam Price:	USD 250
Exam Duration:	90 minutes
Sample Questions:	ServiceNow CIS-PA Sample Questions
Exam Way:	Online proctored or at a Pearson VUE testing center.
Pre Condition:	Recommended ServiceNow System Administrator certification and experience with the ServiceNow platform
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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• Perform Diagnostics and Troubleshooting: This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 3	• Administration and Solutions: This domain covers administrative tasks using the Admin Console and accelerating deployment with pre-built Content Packs.
Topic 4	• 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 5	• 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 6	• Data Collection: This domain explains how Performance Analytics gathers and processes data, including collection flow, configuration properties, and troubleshooting collection issues.

ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q10-Q15):

NEW QUESTION # 10

What is aBreakdown?

- A. It is the ability to group or filter report data
- B. It is the ability to group or filter indicator scores
- C. It is a choice list of possible attribute values
- D. It is a source table for categorization data

Answer: B

Explanation:

In Platform Analytics, aBreakdown is used to group or filter indicator scores based on specific attributes, such as priority, category, assignment group, or age ranges. Breakdowns allow users to analyze how different segments contribute to overall performance and to compare trends across those segments over time.

Breakdowns operate on indicator scores, not on raw report data. While reports can also be grouped or filtered, that functionality is separate from Performance Analytics. A Breakdown does not define the source table itself (that is the role of the Breakdown Source), nor is it merely a choice list. ServiceNow documentation clearly defines Breakdowns as a core analytics concept used to slice indicator data for deeper performance insight, making option D the correct answer.

NEW QUESTION # 11

An Indicator stores the value 7423.3.

If the Precision is set to 0, what is displayed in a Score widget?

- A. 0
- B. 1

- C. 7423.3
- D. 7k

Answer: D

Explanation:

In ServiceNow Platform Analytics, the Precision setting controls how numeric values are rounded and abbreviated when displayed in Score widgets. When Precision is set to 0, the platform displays values using compact notation (such as k for thousands or M for millions) with no decimal places.

For a stored value of 7423.3, Precision 0 causes the value to be rounded to the nearest thousand and displayed as 7k. Platform Analytics does not display the full raw number unless compact notation is disabled or precision is increased. Option B (7000) and option D (7423) represent numeric rounding but not the compact display format used by score widgets. Option C is incorrect because Precision 0 explicitly removes decimals and applies abbreviation.

ServiceNow documentation confirms that score widgets use precision-based compact formatting, making 7k the correct displayed value when Precision is set to 0.

NEW QUESTION # 12

Which scenario requires ascripted Breakdown Mapping?

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

Answer: A

Explanation:

Ascripted Breakdown Mapping is 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 # 13

When creating a breakdown on the age of a task, which table can be used as the Facts table of the Breakdown Source?

- A. Task [task]
- B. Choice [sys_choice]
- C. Bucket [pa_buckets]
- D. Bucket Group

Answer: C

Explanation:

When creating a breakdown based on the age of a task, the correct Facts table for the Breakdown Source is Bucket [pa_buckets]. In Platform Analytics, age-based breakdowns (such as 0-5 days, 6-10 days, etc.) are not derived directly from the Task table. Instead, they use bucketed data, which is generated by bucket groups during data collection.

The pa_buckets table stores the calculated bucket values for records at collection time, making it the authoritative facts table for age, duration, and numeric range breakdowns. Bucket Groups define how values are grouped, while the Bucket table stores the actual bucket assignments used in analytics. The Task table itself cannot be used as the facts table for age breakdowns because Platform Analytics requires pre-aggregated, time-aware bucket data to ensure historical accuracy. The Choice table is only used for choice list values and is unrelated to numeric or age-based breakdowns. ServiceNow documentation clearly states that bucket-based breakdowns must reference the pa_buckets table to function correctly and produce accurate time series analytics.

NEW QUESTION # 14

What is an example of how Platform Analytics can help achieve the goal of reducing IT spending by 10%?

- A. By conducting user satisfaction surveys to identify areas for improvement
- **B. By breaking down incident resolution costs and identifying areas to optimize**
- C. By automating password resets for users
- D. By generating comprehensive asset cost reports and importing them

Answer: B

Explanation:

Platform Analytics helps reduce IT spending by enabling cost visibility, trend analysis, and optimization insights. Breaking down incident resolution costs allows organizations to identify high-cost incident categories, inefficient processes, or teams with unusually long resolution times. By correlating cost data with performance indicators, leaders can make data-driven decisions to streamline workflows, reduce rework, and optimize resource allocation.

User satisfaction surveys (option A) provide qualitative feedback but do not directly measure or reduce costs.

Importing asset cost reports (option B) is a reporting or data integration activity, not an analytics-driven optimization approach.

Automating password resets (option D) is an operational improvement but does not directly leverage Platform Analytics capabilities.

ServiceNow documentation emphasizes that Platform Analytics supports strategic objectives such as cost reduction by revealing inefficiencies through indicators, breakdowns, and historical trend analysis-making option C the correct answer.

NEW QUESTION # 15

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