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ServiceNow CIS-PA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">This section addresses identifying and resolving issues using Spotlight diagnostic tools to monitor system health and performance.
Topic 2	<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.
Topic 3	<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 4	<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 5	<ul style="list-style-type: none"> • Perform Diagnostics and Troubleshooting
Topic 6	<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.

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ServiceNow Certified Implementation Specialist - Platform Analytics Sample Questions (Q26-Q31):

NEW QUESTION # 26

How can dashboard filters retain their values across logins and page refreshes?

- A. By setting the filter as a Favorite in the user's page settings
- B. By configuring the filter to apply to the entire dashboard
- C. By applying session-based persistence
- D. By setting the filter as a global default

Answer: C

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 # 27

You see this error in a Breakdown Source:

Which action resolves the issue?

- A. Enable DC active. Modify system properties to increase the maximum number of breakdown elements that can be included in data collection.
- B. Delete and recreate the Breakdown Source.
- C. Enable DC active. Modify the Breakdown Source conditions to reduce the returned elements list below the system property setting.
- D. Enable DC active. Nothing more is required.

Answer: C

Explanation:

In ServiceNow Platform Analytics, a Breakdown Source is automatically disabled when the number of generated breakdown elements exceeds the maximum element limit defined in system properties (for example, properties controlling the maximum allowed

breakdown elements during data collection). This safeguard exists to protect system performance and prevent excessive storage and processing during data collection jobs.

When this error occurs, the recommended and documented resolution is not to increase the system property arbitrarily. Increasing the global limit can negatively impact performance across all analytics workloads and is discouraged unless there is a strong architectural justification.

Instead, ServiceNow best practice is to refine the Breakdown Source conditions—for example, by adding filters, narrowing scope, or excluding unnecessary records—so that the number of returned elements falls below the configured system threshold. Once the conditions are optimized, you can safely re-enable DC active, and the breakdown will participate in data collection successfully. Simply re-enabling DC active without reducing elements will cause the breakdown to be disabled again, and deleting/recreating the source does not address the root cause. Therefore, option D is the correct and fully supported resolution according to ServiceNow Platform Analytics documentation and best practices.

NEW QUESTION # 28

What is the default Access Control for a new Indicator?

- A. Visible to Everyone, Visible by All Roles is False, role required is pa_admin
- **B. Visible to Just Me, Visible by All Roles is False**
- C. Visible to Just Me, Visible by All Roles is False, role required is pa_admin
- D. Visible to Everyone, Visible by All Roles is True

Answer: B

Explanation:

By default, a newly created Platform Analytics indicator is Visible to Just Me, and Visible by All Roles is set to False. This ensures that indicators are private to their creator until explicitly shared.

No role is required by default, and visibility must be intentionally expanded by updating the access control settings. This design supports governance and prevents incomplete or experimental indicators from being exposed prematurely. ServiceNow documentation confirms this default behavior, making option A the correct answer.

NEW QUESTION # 29

An Indicator stores the value 7423.3.

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

- A. 0
- B. 7423.3
- C. 1
- **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 7k for thousands or 7M 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 # 30

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

- A. Chart color defined for the base table
- B. Widget settings
- C. Field styles on the field used to calculate the Indicator

- D. Relationship to the target and the Direction setting of the Indicator

Answer: D

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 # 31

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