

ServiceNow CIS-PA

**Certified Implementation Specialist - Platform Analytics
(CIS-PA)**

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Question: 1

When sharing a Dashboard, who can be granted Dashboard access?

- A. A specific role
- B. A specific user
- C. A specific group
- D. A specific user, group, or role

Answer: D

Explanation:

In Platform Analytics, dashboards are shared through the dashboard Share action. In the Share Dashboard dialog, the Grant access to field explicitly allows you to enter one or more users, groups, or roles to share the dashboard with. This sharing controls whether recipients can view the dashboard or edit it, depending on whether you add them as a viewer or editor. Sharing can also optionally allow recipients to manage (add/edit/remove) sharing permissions if that option is enabled. ServiceNow further notes that only certain privileged roles (such as admin, dashboard_admin, pa_admin, or pa_power_user) can see roles in the sharing panel in some configurations, and sharing with roles may require read access to the Roles [sys_user_role] table. This means access can be granted at the individual level (user), team level (group), or permission level (role), making “user, group, or role” the correct and complete choice.

Question: 2

Which feature in Platform Analytics enables the sharing of visualizations on any dashboard?

- A. The pa_kpi_signals_admin role
- B. Dashboard Sharing
- C. The report_admin role
- D. Visualization Library

Answer: D

Explanation:

The Visualization Library is the Platform Analytics feature that enables visualizations to be reused and shared across any dashboard. When a visualization (such as a time series, scorecard, or breakdown visualization) is saved to the Visualization Library, it becomes a reusable analytics component that can be added to multiple dashboards without duplicating configuration. This ensures consistency in metrics, reduces maintenance overhead, and supports centralized governance of analytics content.

Dashboard Sharing, by contrast, controls who can view or edit a dashboard, not how individual visualizations are reused across dashboards. Roles such as `pa_kpi_signals_admin` or `report_admin` provide administrative capabilities but do not enable cross-dashboard visualization reuse. According to ServiceNow Platform Analytics documentation, the Visualization Library is specifically designed to store, manage, and distribute analytics visualizations so they can be embedded in dashboards throughout the platform. This feature is essential in enterprise analytics implementations where the same KPIs and indicators must appear consistently across multiple dashboards and user audiences.

Question: 3

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. Bucket [pa_buckets]
- C. Bucket Group
- D. Choice [sys_choice]

Answer: B

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.

Question: 4

Which of the following statements best describes an Automated Indicator?

- A. A series of measurements that describe a process over a period of time
- B. A process summary taken at a single point in time
- C. A subcategorization of an indicator that provides more granular views of scores
- D. A scheduled job that collects data

Answer: A

Explanation:

An Automated Indicator in Platform Analytics is defined as a series of measurements collected over time that represent the performance of a process. These measurements are stored as time series data, allowing organizations to analyze trends, patterns, and historical performance. Automated indicators rely on indicator sources and scheduled data collection jobs to collect data at defined intervals, such as daily or hourly.

Option B describes a snapshot report, which represents data at a single point in time and does not support trending. Option C refers to breakdowns, which categorize indicator scores for deeper analysis but do not define the indicator itself. Option D describes the data collection job, which is a mechanism used by automated indicators but not the indicator definition. ServiceNow documentation explicitly states that indicators represent performance over time, making option A the correct and most complete description of an Automated Indicator.

Question: 5

A filtered Time Series widget shows individual trends for the number of open incidents with High and Critical priorities.

Which action configures the Responsive Canvas Dashboard to show a combined trend for the Critical and High-priority incidents?

- A. Set the Show multiple elements as property to Aggregate
- B. Check Manual elements and add widget elements for the High and Critical incidents
- C. Set the Show multiple elements as property to Separate
- D. Apply an elements filter to return High and Critical incidents only

Answer: A

Explanation:

In Responsive Canvas dashboards, when a Time Series widget contains multiple elements, the Show multiple elements as property controls how those elements are visualized. Setting this property to Aggregate combines the values of all returned elements into a single trend line, which is exactly the desired outcome when viewing a combined trend for High and Critical priority incidents.

Applying an elements filter (option D) limits which elements are displayed but does not combine them into one trend. Setting the property to Separate (option C) explicitly shows individual trend lines for each element. Manually adding elements (option B) still results in multiple distinct series unless aggregation is enabled. According to ServiceNow Platform Analytics documentation, aggregation is the correct method for consolidating multiple indicator elements into one unified visualization on a dashboard.

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