ServiceNow

Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

NEW QUESTION 1
What role is required to create personal targets and thresholds for users who can view an indicator on the Analytics Hub?

A. pa_viewer
B. pa_target_admin
C. pa_threshold_admin
D. No role

Answer: D

Explanation:
On the Analytics Hub, no roles are required to create personal targets and thresholds. A threshold or a target can be personal or global.
A personal threshold or target is visible only to the user that created it.
A personal threshold appears as a light grey dotted line. A personal target appears as a dark line.
Personal thresholds and targets appear only on the Analytics Hub and KPI Details but not on widgets.
Reference:https://docs.servicenow.com/bundle/quebec-now- intelligence/page/use/performance-analytics/concept/pa-targets-thresholds.html

NEW QUESTION 2
What option on the breakdown source record helps provide views into whether you need to create additional breakdowns or adjust data values?

A. Security type
B. Related List Conditions
C. Label for unmatched
D. Run Diagnostics

Answer: C

Explanation:
When you select an indicator as the data source, you can filter the results by breakdown and breakdown element.
If you have the 'Label for unmatched' field defined on the breakdown source for a selected breakdown, this label appears in your choice of Elements.
Select the label to display scores that do not match any of the elements.
This option helps provide views into whether you need to create additional breakdowns or adjust data values.
Reference:https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/task/create-visualization.html

NEW QUESTION 3
How should an admin activate the KPI Signals?

A. Raise a ServiceNow Support (HI) request
B. Request from the ServiceNow Store
C. It is active by default
D. Activate the sn-kpi-signals plugin

Answer: C

Explanation:
You no longer have to activate the KPI Signals (com.snc.pa.kpi_signals) plugin. It is active by default.
If you do not want this feature, request a Now Platform administrator to set the property com.snc.pa.activate_kpi_signals to false. Because this property does not exist by default, the administrator must add it.
If you reactivate KPI Signals, signal detection resumes from the time you originally deactivated the feature, not from the time you reactivated it.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/process-behavior-charts-for-kpis.html

NEW QUESTION 4
What does anti-signal indicate in KPI Signals?

A. No signal has been detected
B. Long-term stability
C. Abnormal variation in the scores of a KPI
D. A workflow has changed

Answer: B

Explanation:
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/signal-no-signal-anti-signal.html

NEW QUESTION 5
What is an easy way for a responsible user to get real-time updates on the signals for a particular KPI?

A. Monitoring the signal score on a dashboard
B. Receive email notifications
C. Schedule a report for the signal data
D. D.Manually check the KPI doe signals

Answer: B

Explanation:
As a responsible user, you can receive email notifications about new or unresolved signals, anti-signals, or any actions taken on signals.

You can configure how frequently you get these reminders and the maximum number of reminders to get for a signal.
You no longer have to open KPI Signals and manually check each KPI for signals. Scheduling a report for the signal data does not provide real-time updates.
Manually check the KPI for signals and monitoring the signal score on a dashboard requires the user to constantly check for the updates without a pause, which is not easy.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/kpi-signals-responsible-users.html

NEW QUESTION 6
Which of the following statements are true about creating User Experience filters? (Choose three.)

A. Only users with the admin role can create User Experience filters.
B. For filters to work in workspaces, you must configure an event handler to apply the filters.
C. The filter you create in the Now Experience UI Builder is available in all workspaces.
D. A single filter can be used across all visualisations in a workspace.

Answer: ABD

Explanation:
You can create a single filter for use across all the visualisations in a workspace. Creating User Experience filters requires admin access.
The filter you create is available in the workspace in which you created it.
For filters to work in workspaces, you must configure an event handler to apply the filters.
Reference:https://docs.servicenow.com/bundle/quebec-servicenow- platform/page/administer/workspace/task/create-user-exp-filters.html

NEW QUESTION 7
How do you create and associate breakdowns on the breakdown source form?

A. By selecting the 'New' button on the 'Breakdowns' related list
B. From the 'Additional actions' menu
C. From the 'Create Breakdowns' related link
D. By adding multiple 'Facts tables' under the Source tab

Answer: A

Explanation:
A breakdown source is defined as a set of records from a table or database view or as a bucket group. Multiple breakdowns can use the same breakdown source.
Breakdown sources specify which unique values, called breakdown elements, a breakdown contains.
Breakdown source records have a related list that lists the breakdowns that are based on that source. You can create a breakdown by selecting the ??New?? button while in this list. The list works like the Indicators list on indicator source records.
Other options in this question do not exist on the breakdown source form.
After you create breakdowns that use this source, these breakdowns are listed in the Breakdowns tab.
Reference:https://docs.servicenow.com/bundle/quebec-now- intelligence/page/use/performance-analytics/task/t_DefiningABreakdownSource.html

NEW QUESTION 8
What calendar type can you use to analyse scores using time periods?

A. Team Calendar
B. Maintenance Calendar
C. Custom Business Calendar
D. On-Call Calendar

Answer: C

Explanation:
Analyse scores using time periods from a custom business calendar instead of only the standard calendar.
When you are creating an Indicator Source, you can select either the standard calendar or a business calendar defined on the instance.
If you use a business calendar, you can create data collection jobs that run on the Business Calendar: Entry start or Business Calendar: Entry end times.
If you select a business calendar, you have the Calendar Frequency field. This field is required. The business calendar you selected determines the range of available frequencies.
(Optional) If you have configured this indicator source to use a business calendar, set the number of periods to retain scores and snapshots and find seasonal patterns.
Reference:https://docs.servicenow.com/bundle/quebec-now- intelligence/page/use/performance-analytics/concept/c_IndicatorSources.html

NEW QUESTION 9
What condition do you use on the Elements Filter record for the ??Groups?? Breakdown Source to get only groups that had an incident assigned to them?

A. By adding 'itil' to the Roles necessary to see the filter
B. By adding 'Incident->Assignment group' to the Related List Conditions
C. By adding 'itil' type to the 'Conditions'
D. By selecting 'Incident [incident]' for the Facts table

Answer: B

Explanation:
When you create an element filter, you can include conditions on a related field in a different table than the breakdown source table.
Element filters enable you to limit the displayed breakdown elements on an Analytics Hub or widget using filter conditions, including personalised visuals.
You can select an element filter when viewing breakdowns on an Analytics Hub or configuring a breakdown widget.
For example, you could create an element filter on the Groups breakdown source, which uses the Group [sys_user_group] table. If you added a related list condition on Incident [incident]->Assignment group, you would get only groups that had an incident assigned to them. If this condition included [[Created][on][Last 6 Months]], you would get groups that were assigned an incident that was created within the last six months.
Reference:https://docs.servicenow.com/bundle/quebec-now-

intelligence/page/use/performance-analytics/concept/c_BreakdownElementFilters.html

NEW QUESTION 10
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