



ServiceNow CIS-PA Practice Questions

Shared by Bailey on 17-08-2026

For More Free Questions and Preparation Resources

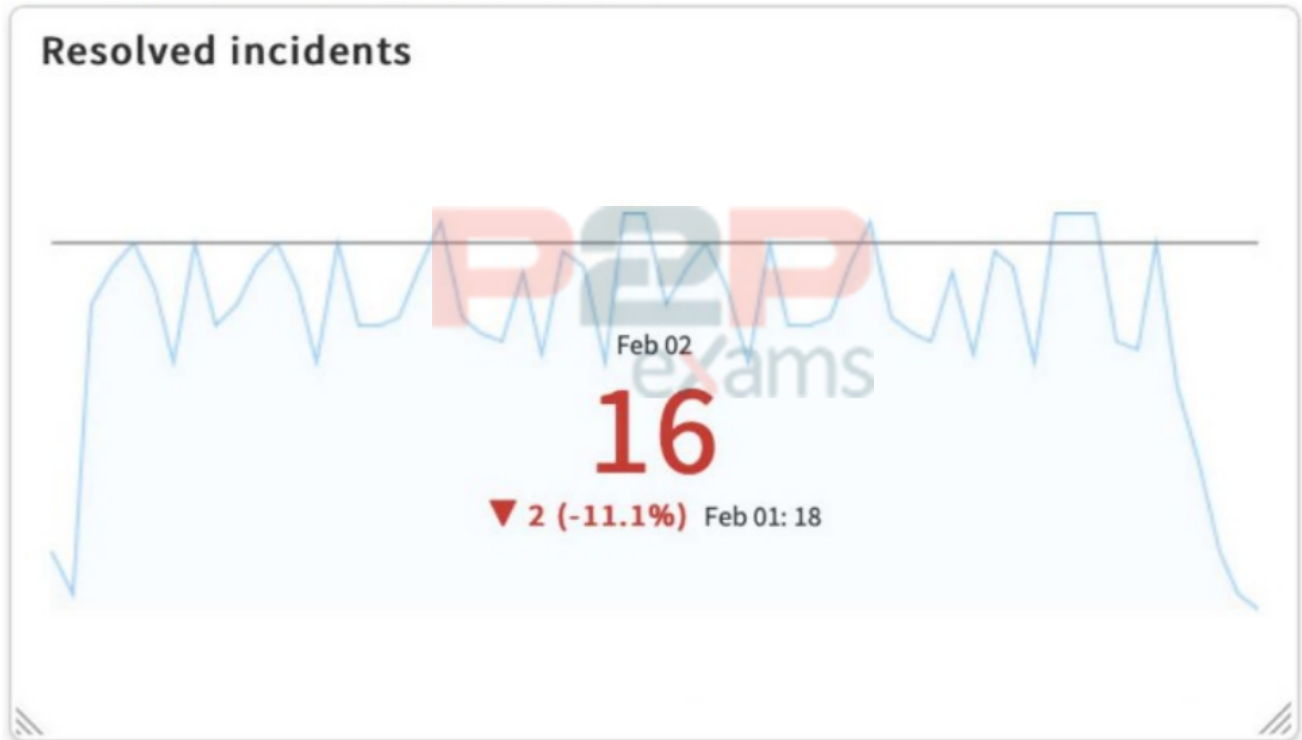
Check the Links on Last Page



Question 1

Question Type: MultipleChoice

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



Options:

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

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 value 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.

Question 2

Question Type: MultipleChoice

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

Options:

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

Answer:

C

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.

Question 3

Question Type: MultipleChoice

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?

Options:

- 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:

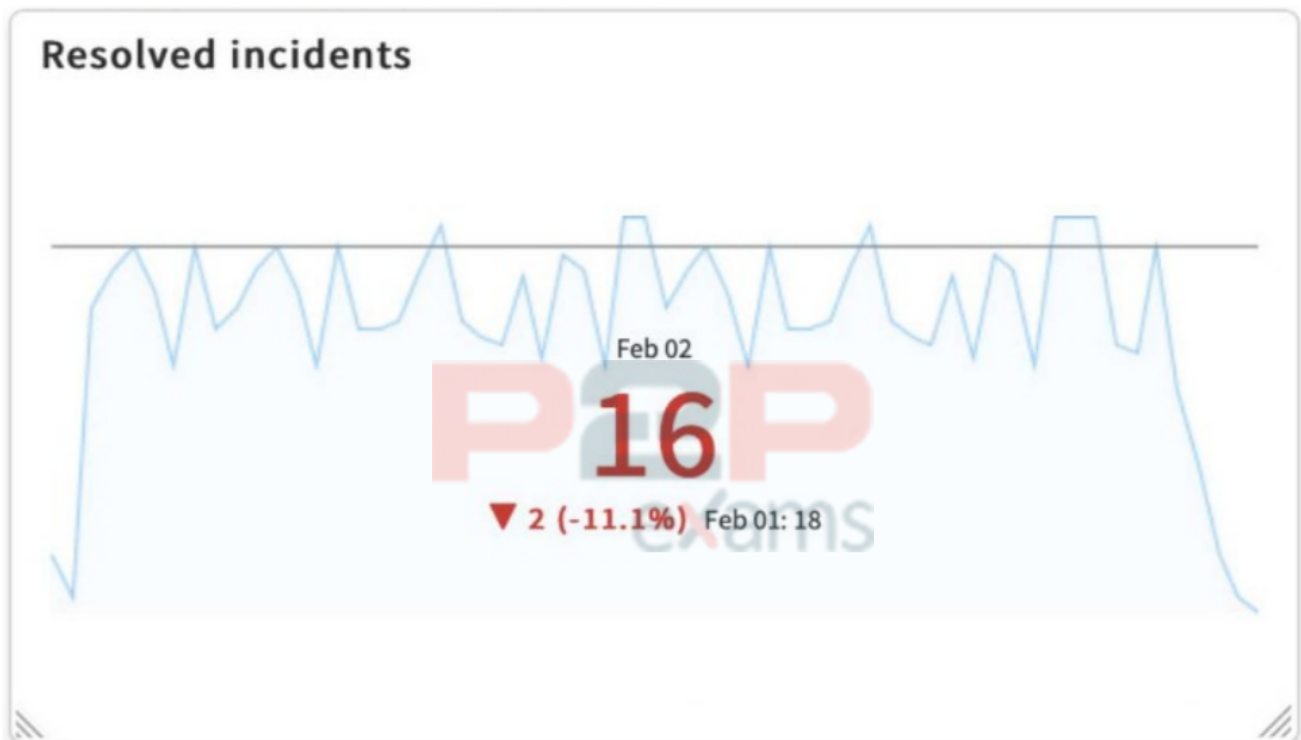
In Responsive Canvas dashboards, when a Time Series widget contains multiple elements, the Show multiple elements as property controls how those elements are visualized. Setting this property to Aggregate combines the values of all returned elements into a single trend line, which is exactly the desired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

Question 4

Question Type: MultipleChoice

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



Options:

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

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 value 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.

Question 5

Question Type: MultipleChoice

Which type of Indicator allows enabling Show real-time score?

Options:

- A- Scripted Automated Indicator
- B- Manual Indicator
- C- Formula Indicator
- D- Non-scripted Automated Indicator

Answer:

D

Explanation:

The Show real-time score option is available only for non-scripted Automated Indicators. These indicators are based on standard indicator sources and conditions that can be safely recalculated on demand without scripting complexity.

Scripted automated indicators and formula indicators depend on stored historical values and custom logic, which cannot be reliably recalculated in real time. Manual indicators rely on user-entered values and also do not support real-time calculation. ServiceNow documentation explicitly limits real-time scoring to non-scripted automated indicators to preserve performance and data integrity. Therefore, option D is the correct answer.

Question 6

Question Type: MultipleChoice

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

Options:

- 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.

Question 7

Question Type: MultipleChoice

An Indicator stores the value 7423.3.

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

Options:

- A- 7k
- B- 7000
- C- 7423.3
- D- 7423

Answer:

A

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.

Question 8

Question Type: MultipleChoice

You see this error in a Breakdown Source:

The screenshot shows the 'Breakdown Source' configuration page in ServiceNow. The 'Name' field is 'CI.active'. The 'Description' field is empty. The 'DC active' checkbox is unchecked. A red box highlights the error message: 'This breakdown source was automatically disabled because the number of elements exceeds the maximum allowed as defined in the Properties'. Below the error message, the 'Source' tab is selected, showing the 'Facts table' as 'Configuration Item [cmdb_ci]' and the 'Field' as 'Sys ID'. The 'Conditions' section shows a condition: 'Status is Installed'. The 'Preview' button is visible.

Which action resolves the issue?

Options:

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

Answer:

D

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.

Question 9

Question Type: MultipleChoice

What can you do in the Dashboards module of the Analytics Center?

Options:

- A- Create, delete, and view Next Experience dashboards
- B- Only share and view Next Experience dashboards
- C- Only create and view Next Experience dashboards
- D- Create, update, certify, share, and view Next Experience dashboards

Answer:

D

Explanation:

The Dashboards module in Analytics Center provides full lifecycle management for Next Experience Dashboards. Users with appropriate permissions can create, update, certify, share, and view dashboards from this module.

Certification is an important governance feature that marks dashboards as trusted and production-ready. Sharing controls access, while update and creation enable continuous improvement. Viewing alone is insufficient for analytics governance. ServiceNow documentation clearly defines the Dashboards module as the central place for full dashboard management, making option D the correct answer.



To Get Premium Files for CIS-PA Visit

<https://www.p2pexams.com/products/cis-pa>

For More Free Questions Visit

<https://www.p2pexams.com/servicenow/pdf/cis-pa>

20%
DISCOUNT

P2P
exams