

Certified Application Specialist: Performance Analytics (CAS: PA) - Test 3 - Results

Return to review

Chart

Pie chart with 4 slices.

End of interactive chart.

Attempt 1

All knowledge areas

All questions

Question 1: **Incorrect**

What are the Service Owner needs in Performance Analytics?

- **Relevant targeted information that would help make the right decisions quickly and result in more efficient and better service.**
- **Information that will help better understand what drives quality and cost of Service Delivery.**

(Correct)

- **Information around governance and high-level overview of process indicators to make better informed decisions.**

(Incorrect)

- **Status and quality information about their submitted requests and the services they use.**

Question 2: **Incorrect**

What is the expected output type when using a script to calculate the SUM aggregate of an Automated Indicator?

- **A string value**
- **The sys_ids of the matching elements**
- **The script generates no output**

(Incorrect)

- **A numeric value**

(Correct)

Question 3: **Incorrect**

In which situation Spotlight should be used for?

- **Identifying high risk changes**

(Incorrect)

- Measuring SLA attainment
- Ranking tasks based on multiple attributes

(Correct)

- Deflecting incidents

Question 4: **Incorrect**

Which of the provided roles possess the authorization to manually populate scores for Manual Indicators?

Choose 2 answers

- PA Contributor

(Correct)

- PA Viewer
- PA Data Collector

(Incorrect)

- PA Threshold Admin
- PA Power User

(Correct)

Question 5: **Incorrect**

What actions are you capable of performing when you set a target for an indicator on the Analytics Hub?

Select 3 answers from the below options.

- Set the threshold as an improvement on the average score.

(Incorrect)

- Set a start date in the future.

(Correct)

- Set the improvement as a percentage.

(Correct)

- Set a review date on which to consider updating the target.

(Correct)

Question 6: **Incorrect**

At which level can you configure Stop Words when defining new Text Analytics Stop Words?

- **Indicator Source and globally**
- **Indicator Source and Indicator**

(Correct)

- **All stop words are defined globally**

(Incorrect)

- **Indicator Source only**

Question 7: **Incorrect**

Where on the KPI Details can you set a target for Incident Assignment Group for the 'Number of open incidents' indicator?

- **Indicator Groups list**
- **KPI Signals Configuration page**

(Incorrect)

- **Targets configuration page**

(Correct)

- **KPI Composer module**

Question 8: **Incorrect**

Which field type is commonly used in Indicator Source conditions?

- **True / False**
- **String**
- **Reference**

(Incorrect)

- **Date**

(Correct)

Question 9: **Incorrect**

How should you set up a Report Source to encompass solely active Change Request records that originated from an active Incident record?

- Table: Change Request, Conditions: Active is True, Related List Conditions: Greater than or Equal to 1 selected table records are related to a record on incident-> Change Request
- Table: Incident, Condition: Active is True, Parent.task_type is Change Request
- Table: Change Request, Conditions: Active is True, Related List

Conditions: Greater than or Equal to 1 selected table records are related to a record on Incident -> Change Request, all of these conditions must be met
Active is true

(Correct)

- Table: Incident, Conditions: Active is True, Related List Conditions: Greater than or Equal to 1 selected table records are related to a record on Change Request, all of these conditions must be met Active is true

(Incorrect)

Question 10: **Incorrect**

Which of the below variations indicates short run signal behaviour?

- Every score beyond a three standard deviation (3-sigma) upper or lower limit

(Incorrect)

- Seven consecutive scores on the same side of the central line
- All scores inside two standard deviations
- Four consecutive scores on the same side of the central line, with three of the scores close to the upper or lower limit

(Correct)

Question 11: **Incorrect**

When you encounter a 'No signal' message on the KPI Signals, it signifies that..

- A workflow has changed or at least is not statistically stable.
- No notifications are sent, and no action is necessary.

(Correct)

- There are seven consecutive scores above or below the central line.

(Incorrect)

- KPI Signals does not detect abnormal variation for a significant amount of time.

Question 12: **Incorrect**

In which tables are scores saved?

Choose 2 answers

- **pa_score_l2**

(Correct)

- **pa_snapshots_l1**
- **pa_drilldown_l1**
- **pa_score**

(Incorrect)

- **pa_score_l1**

(Correct)

- **pa_snapshots_l2**

Question 13: **Incorrect**

Select the right statement about the Frequency setting of an Indicator:

- **It must match exactly the Valid for Frequency setting of the Indicator Source**

(Correct)

- **It must match one of the selected Valid for Frequency options of the Indicator Source**

(Incorrect)

- **It must be the same or smaller than the Valid for Frequency setting of the Indicator Source**
- **It must be the same or larger than the Valid for Frequency setting of the Indicator Source**

Question 14: **Incorrect**

Which among the provided data update settings for single score visualizations displays the timestamp indicating when the score was last updated?

- **Real time update**

(Incorrect)

- **Follow filters**
- **Show score update time**

(Correct)

- **Background refresh interval (minutes)**

Question 15: **Incorrect**

Is there something you have to do before change the Valid for frequency property on an Indicator Source?

- **All associated Indicators must be removed from the source**

(Correct)

- **Nothing, you can change the Valid for frequency at any time**
- **Scores must be deleted for all Indicators using the Indicator Source**
- **All associated Indicators must be set to the new frequency**

(Incorrect)

Question 16: **Incorrect**

Which of the following is a valid widget Visualization choice?

- **Breakdown**
- **Score**
- **Time series**

(Incorrect)

- **Pie**

(Correct)

Question 17: **Incorrect**

Please choose the legitimate options for Performance Analytics Widgets from the list below

Choose 3 answers

- **Set Widget Border Thickness**

(Incorrect)

- **Show Data Table**

(Incorrect)

- **Set Title Color**

(Correct)

- **Show Border / Header / Title**

(Correct)

- **Set Header Color**

(Correct)

Question 18: **Incorrect**

You have created time ago the Summed duration of resolved cases Formula Indicator to show duration in milliseconds. The new requirements is to display duration in hours instead. How can you achieve it without creating a new Formula Indicator?

- **Set the Unit to "Hours" on the Indicator form**
- **Add "/ (60*60 1000)" to the Formula box and check "Use Formula"**

(Incorrect)

- **Create a conversion script and specify a Scripted Sum Aggregate**

(Correct)

- **There is no way to convert the output of an Automated Indicator**

Question 19: **Correct**

Select the valid Interactive Filter Widget customization options.

Choose 3 answers

- **Act as interactive filter**

(Correct)

- **Title vertical alignment**
- **Show Border/ Header/Title**

(Correct)

- **Follow interactive filter**
- **Set Header Color**

(Correct)

Question 20: **Incorrect**

Select all true statements about Breakdown Mappings

Choose 3 answers

- Breakdown Mappings are required to apply Automated Breakdowns to Automated Indicators

(Correct)

- Breakdown Mapping may use a script

(Correct)

- Multiple Breakdown Mapping allow the same Breakdown to be used against multiple Indicator Facts tables

(Correct)

- Breakdown Mapping allow Automated Breakdowns to be used with Manual Indicators
- Breakdown Mappings are used to define Breakdown Relations

(Incorrect)

Question 21: **Incorrect**

What is the purpose of the Field attribute on a Breakdown Source form?

- Provides security for the Breakdown values based on user permissions
- Defines which Facts table field to use for mapping the Breakdown to Indicators

(Incorrect)

- Limits the number of values returned by the Breakdown Source
- Identifies the field that contains a unique value for every record in the Facts table

(Correct)

Question 22: **Incorrect**

Which of the subsequent measurements can be acquired using Reporting?

Choose 2 answers

- Currently Active Incidents with Open Problems

(Correct)

- Forecast of HR Case Resolution Times over the Next month
- Department Headcount Over Time
- Current view of Employees by Department

(Correct)

- **Weekly comparison of Incident resolution time vs SLA met percentage**

(Incorrect)

Question 23: **Correct**

Which is the most efficient way to convert multiple Homapges to dashboards?

- **Select all homepages in the sys_portal_page list and apply the 'Unload to Dashboard' List UI Action**
- **Select all homepages in the Admin Console and click 'Convert to Dashboard'**
- **Select all homepages in the sys_portal_page list and apply the 'Convert to Dashboard' List UI Action**

(Correct)

- **Run the 'Convert to Dashboard' Fix script**

Explanation

Docs:

<https://docs.servicenow.com/bundle/sandiego-now-intelligence/page/use/dashboards/task/convert-multiple-homepages-dashboards.html>

Question 24: **Incorrect**

Which of the following statements is accurate concerning the List Settings of a List Analytics widget when the Visualization is configured as Scorecard?

Choose 2 answers

- **Filter can be set to Best improved**
- **Page size can be set to 5, 10, 50**

(Incorrect)

- **Scorecard options can be set to Key**

(Correct)

- **Scorecard options can be set to Top 10**
- **Filter can be set to Deteriorated**

(Correct)

Question 25: **Incorrect**

Which of the following Content Packs are available?

Choose 3 answers

- **Security Operation Management**

(Correct)

- **HR Management**

(Correct)

- **Service Management**

(Correct)

- **Software Asset Management**

(Incorrect)

- **Governance, Risk and Compliance**

(Incorrect)

Question 26: **Incorrect**

Order the Automated Indicator Guided Setup steps in the correct sequence:

1) Breakdowns

2) General

3) Data Source

4) Data Collection

5) Widget

- **2 > 1 > 3 > 4 > 5**

(Incorrect)

- **2 > 3 > 4 > 1 > 5**

- **2 > 3 > 1 > 4 > 5**

(Correct)

- **2 > 3 > 5 > 3 > 4**

Question 27: **Incorrect**

Select the valid Report Widget customization options.

Choose 3 answers

- **Show Border / Header / Title**

(Correct)

- **Set Widget Border Thickness**
- **Follow element**

(Incorrect)

- **Act as interactive filter**

(Correct)

- **Title Alignment**

(Correct)

Question 28: **Incorrect**

If you have multiple targets set on the same indicator, which panel on the KPI Details allows you to modify them to have the same value?

- **KPI Signals Configuration**

(Incorrect)

- **Thresholds Configuration**
- **Filters Configuration**
- **Targets Configuration**

(Correct)

Question 29: **Incorrect**

Which related list within the formula indicator record is utilized to navigate to either the indicators employed in the formula or their indicator sources?

- **Breakdowns**
- **Contributing Indicators**

(Correct)

- **Indicator Groups**

(Incorrect)

- **Managed Sources**

Question 30: **Incorrect**

Consider a Formula Indicator with the following example formula:

[[Manual Indicator]] / [[Automated Indicator]]

- The Manual Indicator has Monthly Frequency
- Manual Indicator Scores have been entered for the prior months
- No new Manual Indicator score has been entered for the current month

Which value the Formula Indicator will use from the Manual Indicator at the beginning of next month?

- **An error is generated**
- **A null value**

(Correct)

- **The most recent value of the Manual Indicator**

(Incorrect)

- **The Forecasted value of the Manual Indicator**

Question 31: **Incorrect**

In the given scenario:

A customer is beginning with a default ServiceNow instance.

They need a new Breakdown for the Close codes of Incident records.

Which of the following options is the most suitable Facts table to utilize as the new Breakdown Source?

- **Task [task]**
- **Root Cause [sys_root_cause]**

(Incorrect)

- **Choice [sys_choice]**

(Correct)

- Incident incident]

Question 32: **Incorrect**

Which role is necessary to establish personal targets and thresholds for users who can access an indicator on the Analytics Hub?

- No role

(Correct)

- pa_threshold_admin
- pa_target_admin
- pa_viewer

(Incorrect)

Question 33: **Incorrect**

When configuring an Interactive Filter on a dashboard, what you have to set to ensure filtering is applied on Report widgets?

- For each widget, enable "Act as Interactive filter"
- Edit each widget and enable "Follow element"
- Edit each widget and enable "Apply Dashboard Filter"

(Incorrect)

- For each widget, enable "Follow Interactive filter"

(Correct)

Question 34: **Incorrect**

Which of the following Dashboard elements is affected by an Interactive Filter?

- Text Analytics Widgets

(Incorrect)

- List Widgets
- Reporting Widgets

(Correct)

- Cascading Filter Widgets

Question 35: **Incorrect**

Where can you specify the maximum quantity of records that an Indicator Source can collect, thereby bypassing the default configuration?

- On the related Indicators

- In the configuration of the collection job
- On the Indicator Source record

(Correct)

- Using a system property

(Incorrect)

Question 36: **Correct**

Can users with the pa_power_user role share dashboards that they can view?

- True
- False

(Correct)

Question 37: **Incorrect**

Which of the following roles can create new Interactive Filters?

- report_admin

(Correct)

- pa_admin
- interactive_filter_user
- pa_power_user

(Incorrect)

Question 38: **Incorrect**

Which of the following methods calculation of Forecast are available?

Choose 4 answers

- Seasonal Trend

(Correct)

- Seasonal

(Correct)

- Linear

(Correct)

- **Random Forest**

(Correct)

- **Random**

(Incorrect)

Question 39: **Correct**

How should an admin activate the KPI Signals?

- **Request from the ServiceNow Store**
- **Activate the sn-kpi-signals plugin**
- **It is active by default**

(Correct)

- **Raise a ServiceNow Support (HI) request**

Question 40: **Incorrect**

Which of the information below is reported in the Data Collection log?

Choose 3 answers

- **All Breakdowns being collected**
- **Breakdown exclusions**

(Correct)

- **Data collection optimization properties**

(Correct)

- **Data retention settings**

(Incorrect)

- **Domain for which scores are collected**

(Correct)

Question 41: **Incorrect**

Which is the appropriate Interactive Filter types to filter incident records based on their Priority and age?

Choose 2 answers

- Choice list

(Correct)

- List

(Incorrect)

- Reference

(Incorrect)

- Date

(Correct)

Question 42: **Incorrect**

Which possible options you can specify when granting Dashboard access?

Choose 2 answers

- Specify one of the following: Can edit / Can view

(Correct)

- Send a notification email and type message text

(Correct)

- Specify one of the following: Can edit / Can view/ Can share
- Send a notification email using a predefined template

(Incorrect)

- Specify Share until future date

(Incorrect)

Question 43: **Incorrect**

What you should consider on designing a new Dashboard?

Choose 3 answers

- Can actions be taken as a result of this dashboard?

(Correct)

- How wide should the dashboard be?

(Incorrect)

- Does the dashboard address key deliverables?

(Correct)

- Who is the audience for this dashboard?

(Correct)

- In which ServiceNow release will be used?

(Incorrect)

Question 44: **Incorrect**

Which is a true statement about a Formula Indicator?

- A Formula Indicator is needed anytime you need to calculate an aggregate
- A Formula Indicator can reference the Indicator Threshold value
- A Formula Indicator can set up to 5 Automated Indicators

(Incorrect)

- The Formula Indicator score is calculated when the Indicator is viewed

(Correct)

Question 45: **Incorrect**

Which of the following are valid fields when defining a Report Range?

Choose 3 answers

- Value List

(Correct)

- Order

(Correct)

- Upper value date

(Incorrect)

- Lower value int

(Incorrect)

- **Label**

(Correct)

Question 46: **Incorrect**

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

- **Custom Business Calendar**

(Correct)

- **Maintenance Calendar**
- **Team Calendar**

(Incorrect)

- **On-Call Calendar**

Question 47: **Correct**

Among the given statements, which one is NOT accurate in relation to Performance Analytics visualizations?

- **You can only add one data source for the pie and donut visualisations.**
- **You can visualise historical and real-time process statistics in role-based dashboards.**
- **You can configure a workspace to use Performance Analytics visualisations.**
- **You can only set the maximum number of groups for multiple data sources individually per source in bar visualisations.**

(Correct)

Question 48: **Incorrect**

A Monthly Indicator is populated by a job with Collection parameters as shown. If the job runs on September 1st 2020, what will be the correct value of score_start?

Operator: Relative

Relative Start: 1 days ago

Relative End: 1 days ago

- **August 31th, 2020**
- **September 1st, 2020**

(Incorrect)

- September 30th, 2020
- August 1st, 2020

(Correct)

Question 49: **Incorrect**

Which of the following can create Global Thresholds?

Choose 2 answers

- PA Viewer
- PA Target Admin

(Incorrect)

- PA Admin

(Correct)

- PA Power User

(Correct)

- PA Data Collector

Question 50: **Incorrect**

Choose the configuration details that are offered through the "Explore and Manage" section of the Admin Console.

Choose 3 answers

- Indicators

(Correct)

- Targets

(Incorrect)

- Dashboard Groups

(Correct)

- Current connected users

- **Reports**

(Correct)

Question 51: **Incorrect**

How many Breakdowns can you select for an Indicator when Collect breakdown matrix is enabled?

- **There is a hard limit of 10**
- **Unlimited, with a warning if you have selected more than 10**

(Correct)

- **Unlimited**
- **You cannot relate any breakdowns if Collect breakdown matrix is enabled**

(Incorrect)

Question 52: **Incorrect**

How many Daily targets can you apply on indicator without any breakdown configured?

- **One global and one personal Target per user, per date**

(Correct)

- **A single Target only**
- **One global Target and multiple personal Targets per user, per date**

(Incorrect)

- **Multiple personal and multiple global Targets per user, per date**

Question 53: **Incorrect**

You have the following configuration:

- An Indicator Average age open incidents with two Breakdowns:

>Assignment Group Manager

>Assignment Group

You have this new requirement:

- When navigating the Average age open incidents Indicator and drilling into an Assignment Group Manager Breakdown element, the viewer should see the groups

managed by the selected manager.

Which is the best way to achieve the desired result?

- **Create a separate Indicator for each manager and apply additional conditions to the Indicator to only include incidents where they are the Assignment Group manager**
- **Modify the "Average age open incidents" Indicator to add an additional condition that applied a dynamic filter, based on the logged in manager**

(Incorrect)

- **Create a script that runs against the Breakdown, where the elements are filtered to show only the manager's group**
- **Create a Breakdown relation between the Assignment Group Manager and the Assignment Group breakdowns**

(Correct)

Question 54: **Correct**

What measures can an administrator take to enhance the security of Performance Analytics?

- **By enabling new widgets**
- **By creating new roles**
- **By applying access control lists (ACLs)**

(Correct)

- **By customising exiting roles**

Question 55: **Incorrect**

Which table stores Dashboard records?

- **pa_dashboards**

(Correct)

- **pa_dashboard**

(Incorrect)

- **pa_scorecards**
- **pa_scorecard**

Question 56: **Incorrect**

Which of the following describes a *lagging indicator*?

Choose 3 answers

- **Easy to influence**
- **Measure outcomes**

(Correct)

- **Drives outcomes**
- **Usually a percentage**

(Correct)

- **Usually an average**

(Correct)

Question 57: **Incorrect**

When is a script required to perform a Breakdown Mapping for a Breakdown based on a Bucket group?

- **When the Breakdown is a Manual Breakdown**
- **When there is no field in the Indicator Facts table that matches the value to be bucketed**

(Correct)

- **When needing to limit the visibility of the Buckets**
- **When mapping to a Manual Indicator**

(Incorrect)

Question 58: **Incorrect**

Which is not an available UI control type of an Interactive Filter?

- **Lookup**

(Correct)

- **Checkboxes**

(Incorrect)

- **Select Multiple Input**
- **Radio Buttons**

Question 59: **Incorrect**

Which of the following are characteristic of a Threshold?

Choose 3 answers

- It doesn't usually change

(Correct)

- Can evolve change over time

(Incorrect)

- Can be multiple per indicator

(Correct)

- Calculates gap
- Summary notification about hit with a list of indicators

(Correct)

Question 60: **Incorrect**

For a target with a Review date in the past, how does KPI Details determine if the target has been met?

Question 60: **Incorrect**

For a target with a Review date in the past, how does KPI Details determine if the target has been met?

☐ The KPI score on the Target Review date is compared to the Target (Correct)

☒ The latest KPI score is compared to the average score for the period from Target Start date to Review date (Incorrect)

☐ The target owner sets a met/not met flag

☐ The average score for the selected time period is compared to the Target