

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 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 3

Which of the following can you do when you set a target for an indicator on the Analytics Hub? (Choose three.)

- A. Set the improvement as a percentage.
- B. Set a review date on which to consider updating the target.
- C. Set the threshold as an improvement on the average score.
- D. Set a start date in the future.

Answer: ABD

Explanation:

You can set target values for indicators. When you set a target for an indicator on the Analytics Hub, you can now do the following:

* Set a start date in the future.

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

* Set the target as an improvement on the average score or on the previous target. You can set the improvement as a percentage.

You can have the targets apply only to specific breakdown elements and time series. The target starts to apply at a selected date and continues to apply until you set the next target.

Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/pa-targets.html>

NEW QUESTION 4

What data update settings can you enable for a single score visualisation to update the score in real-time?

- A. Background refresh interval (minutes)
- B. Show score update time
- C. Real time update
- D. Live refresh date (seconds)

Answer: C

Explanation:

Enabling ??Real time update?? from the data update settings updates a single score visualisation in real-time.

??Show score update time?? shows the timestamp of when the score was last updated. ??Background refresh interval (minutes)?? shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it.

With ??Live refresh rate (seconds)??, you can choose the frequency in non-decimal seconds to have a single score reporting widget refresh. If set at '0', the score does not refresh.

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/single-score.html>

NEW QUESTION 5

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 6

What 'related lists' are available on the formula indicator form? (Choose three.)

- A. Targets
- B. Contributing Indicators
- C. Breakdowns
- D. Signals

Answer: ABC

Explanation:

Here are the available related lists on the baseline configuration when navigating to the Formula Indicators form: Breakdowns, Contributing Indicators, Time series exclusions, Targets, Thresholds, and Diagnostic Results. **Signals** is not an out-of-the-box related list on the Formula Indicators form. Use the Contributing indicators related list to navigate to the indicators used in the formula or their indicator sources. If you include another formula indicator in the formula, both that indicator and its contributing indicators are listed. Reference: https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/task/t_CreateAFormulaIndicator.html

NEW QUESTION 7

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 8

What role or access do users need to act on a signal to reset a baseline or dismiss a signal?

- A. Responsible users without workspace access
- B. Users with the admin role
- C. pa_admin
- D. or pa_kpi_signal_admin role without being a responsible user
- E. Only users with the admin role
- F. Users irrespective of their level of responsibility

Answer: B

Explanation:

Users with the admin, pa_admin, or pa_kpi_signal_admin role can reset a baseline or dismiss a signal without being a responsible user. Users with other roles must become responsible users to take such actions. These users also need a role that gives them access to a relevant workspace. You can assign responsibility for KPI Signals for a KPI to yourself or someone else. You can also unassign responsibility. Reference: <https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/kpi-signals-responsible-users.html>

NEW QUESTION 9

What related list in the formula indicator record is used to navigate to the indicators used in the formula or to their indicator sources?

- A. Breakdowns
- B. Contributing Indicators
- C. Indicator Groups
- D. Managed Sources

Answer: B

Explanation:

Formula indicator records now include a 'Contributing indicators' related list.

Use this list to navigate to the indicators used in the formula or their indicator sources. If you include another formula indicator in the formula, both that indicator and its contributing indicators are listed.

Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/task/t_CreateAFormulaIndicator.html

NEW QUESTION 10

Which of the following items can you view without the pa_viewer role if the indicator and breakdown ACLs are respected? (Choose two.)

- A. Diagnostic Results
- B. KPI Details
- C. Analytics Hub
- D. Widget Statistics

Answer: BC

Explanation:

You can rely less on roles and more on access control lists (ACLs) to secure Performance Analytics.

On new instances, you no longer need the pa_viewer role to view the following items. Instead, indicator and breakdown ACLs are respected:

- * Analytics Hub
- * Text Analytics widgets
- * KPI Details
- * Breakdowns on workbench widgets

Performance Analytics widgets: In general, Performance Analytics widgets follow indicator and breakdown ACLs.

Targets and Thresholds: On the Analytics Hub, no roles are required to create personal targets and thresholds.

Reference:<https://docs.servicenow.com/bundle/quebec-release-notes/page/release-notes/analytics-intelligence-reporting/performance-analytics-rn.html>

NEW QUESTION 10

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