

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

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

Which system property enables an administrator to allow specified user roles to select

- A. glide.knowman.search.apply_role_based_security
- B. par_vis_config.data_source.can_select_indicator
- C. com.snc.pa.dc.max_row_count_indicator_source

D. glide.source_control.checksum_required

Answer: B

Explanation:

par_vis_config.data_source.can_select_indicator property specifies roles (comma-separated) which can select indicators as data sources from the Data Visualisation configuration panel. If empty, all users can select the indicator sources that they have access to.

Type: string

Default value: empty

Location: System Property [sys_properties] table com.snc.pa.dc.max_row_count_indicator_source property sets the maximum number of rows allowed to be fetched from an Indicator Source. glide.source_control.checksum_required property allows you to enable optional checksum validations and sanitisations.

glide.knowman.search.apply_role_based_security property honours read access to knowledge bases or articles specified for roles if set to true. If false, it enables specified user criteria to override read access specified for roles.

Reference: https://docs.servicenow.com/bundle/quebec-platform-administration/page/administer/reference-pages/reference/r_AvailableSystemProperties.html

NEW QUESTION 6

Which of the following visualisation types allow you to add multiple data sources of the same type in the UI Builder? (Choose two.)

- A. Single Score
- B. Time Series
- C. Pie and donuts
- D. Bars

Answer: BC

Explanation:

You can add multiple data sources of the same type for time series (including Area, Column, Line, Stepline, and Spline) and bar (including Horizontal bar and Vertical bar) visualisations.

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/concept/time-series-visualizations.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 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 9

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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