

## CAS-PA<sup>Q&As</sup>

Certified Application Specialist – Performance Analytics

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#### **QUESTION 1**

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

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

Correct Answer: ABC

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/performanceanalytics/task/t CreateAFormulaIndicator.html

#### **QUESTION 2**

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

Correct Answer: B

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/performanceanalytics/task/t\_CreateAFormulaIndicator.html

#### **QUESTION 3**

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



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| A. Security type                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B. Related List Conditions                                                                                                                                                                                                                          |
| C. Label for unmatched                                                                                                                                                                                                                              |
| D. Run Diagnostics                                                                                                                                                                                                                                  |
| Correct Answer: C                                                                                                                                                                                                                                   |
| 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                                                                                                                  |
| QUESTION 4                                                                                                                                                                                                                                          |
| 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                                                                                                                                                                                                                                |
| Correct Answer: BC                                                                                                                                                                                                                                  |
| 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                                                                                                                                                                                                                                         |
| *                                                                                                                                                                                                                                                   |



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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

#### **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

Correct Answer: B

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/kpisignals-responsible-users.html

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