# CAS-PA$^{Q\&As}$

## Certified Application Specialist – Performance Analytics

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**QUESTION 1**

How should an admin activate the KPI Signals?

A. Raise a ServiceNow Support (HI) request

B. Request from the ServiceNow Store

C. It is active by default

D. Activate the sn-kpi-signals plugin

Correct Answer: C

You no longer have to activate the KPI Signals (com.snc.pa.kpi_signals) plugin. It is active by default.

If you do not want this feature, request a Now Platform administrator to set the property com.snc.pa.activate_kpi_signals to false. Because this property does not exist by default, the administrator must add it.

If you reactivate KPI Signals, signal detection resumes from the time you originally deactivated the feature, not from the time you reactivated it.

Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/process-behavior-charts-for-kpis.html

**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

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 3**

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

Correct Answer: BC

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

**QUESTION 4**

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

Correct Answer: D

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

**QUESTION 5**

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.

Correct Answer: ABD

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. However, you can set a review date on which to reconsider

the target.

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