ServiceNow

Exam Questions CAS-PA

ServiceNow Certified Application Specialist - Performance Analytics Exam

NEW 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

Answer: C

Explanation:
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

NEW QUESTION 2
Which of the following data update settings for single score visualisations shows the timestamp of when the score was last updated?

A. Show score update time
B. Real time update
C. Background refresh interval (minutes)
D. Follow filters

Answer: A

Explanation:
??Show score update time?? shows the timestamp of when the score was last updated. ??Follow filters?? set for a workspace page. When enabled, the visualisation displays on a workspace with the filters set by the page. Toggle off to disable a visualisation from accepting any filter input.
??Background refresh interval (minutes)?? shows how often, in minutes, the landing page refreshes the visualisation if you have navigated away from it.
??Real time update?? updates score in real-time.
Reference:https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par- for-workspace/concept/single-score.html

NEW QUESTION 3
What does anti-signal indicate in KPI Signals?

A. No signal has been detected
B. Long-term stability
C. Abnormal variation in the scores of a KPI
D. A workflow has changed

Answer: B

Explanation:
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/concept/signal-no-signal-anti-signal.html

NEW QUESTION 4
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 5
How are responsible users reminded when a signal remains unresolved?

A. Via Virtual Agent
B. Via Connect Chat
C. By email notification
D. By text message

Answer: C

Explanation:

As a responsible user, you receive email reminders about signals that have not been resolved.
You can configure how frequently you get these reminders and the maximum number of reminders to get for a signal.
Responsible users get email notifications about the following:
* New signals
* Unresolved signals
* Actions to resolve signals
* 'Anti-signals,' which indicate that a KPI is long-term stable
Even responsible users without workspace access get these email notifications.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for- workspace/task/configure-signal-notifications.html

NEW QUESTION 6
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 7
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 8
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 9
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 admi
C. pa_admi
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 10
Which of the following are true statements about configuring pie, donut, and single score visualisations in workspaces?

A. Data labels are shown as only percentages, as values, or as both.
B. Legend percentages are shown along with values.
C. The metric label name is displayed near the metric value.
D. Set gradient, texture, or no colour options for data display.

Answer: ABC

Explanation:
A pie visualisation shows how individual pieces of data relate to the whole using a circle to represent the whole.
A Donut visualization shows how individual pieces of data relate to the whole using a donut shape to represent the whole.
Single score visualisations display a single, key business value or current aggregate indicator score. You can set a score to update in real-time.
The following enhancements are made to pie, donut, and single score visualisations in the
Quebec release:
* The metric label name is displayed near the metric value.
* Legend percentages are shown along with values.
* Data labels are shown as only percentages, as values, or as both. Gradient, texture, or no colour are not valid colour options for data display.
You can set 'default', 'colour palette' and 'fixed element colour' for pie and donut visualisations, and 'default' and 'single colour' for single score visualisations.
Reference:https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par- for-workspace/concept/pie-donut-visualizations.html#pie-donut-visualizations

NEW QUESTION 10
What condition do you use on the Elements Filter record for the ??Groups?? Breakdown Source to get only groups that had an incident assigned to them?

A. By adding 'itil' to the Roles necessary to see the filter
B. By adding 'Incident->Assignment group' to the Related List Conditions
C. By adding 'itil' type to the 'Conditions'
D. By selecting 'Incident [incident]' for the Facts table

Answer: B

Explanation:
When you create an element filter, you can include conditions on a related field in a different table than the breakdown source table.
Element filters enable you to limit the displayed breakdown elements on an Analytics Hub or widget using filter conditions, including personalised visuals.
You can select an element filter when viewing breakdowns on an Analytics Hub or configuring a breakdown widget.
For example, you could create an element filter on the Groups breakdown source, which uses the Group [sys_user_group] table. If you added a related list condition on Incident [incident]->Assignment group, you would get only groups that had an incident assigned to them. If this condition included [[Created][on][Last 6 Months]], you would get groups that were assigned an incident that was created within the last six months.
Reference:https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/performance-analytics/concept/c_BreakdownElementFilters.html

NEW QUESTION 13
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