

Practice Exam Questions

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Certified Application Specialist - Performance Analytics



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[Total Questions: 24]

Question No : 1

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

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

Question No : 2

Which of the following are suggested when you type in a query on Analytics Q&A? (Choose three.)

- A. Recent searches
- B. Tables and columns
- C. Breakdowns
- D. Indicators

Answer: A,B,D

Explanation:

When you use Analytics Q&A, the suggestions from previous searches are now shown together with the suggested indicators, tables, and columns.

As you type in a query, Analytics Q&A suggests recent searches, indicators, tables, and columns that match what you have typed so far. Only the tables and columns to which you have access are shown.

If Analytics Q&A cannot determine which table you want, it shows you up to three likely tables.

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

Question No : 3

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>

Question No : 4

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: A,B,D

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. 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>

Question No : 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

Question No : 6

How does KPI Signals support notifications?

- A. By forwarding email notifications
- B. By automated signal detection jobs
- C. Through regular back-ups
- D. By setting auto-reply responses

Answer: B

Explanation:

To support notifications, the KPI Signals application provides automated signal detection jobs. For formula indicators, you can modify the jobs to line up with the data collection jobs for the contributing indicators.

The KPI Signals application includes jobs that detect signals automatically. These jobs run so responsible users can be notified of new signals without opening the application. The job for signals on formula indicators requires scheduling.

When you view an indicator in KPI Details and open the KPI Signals panel, that indicator is checked for signals. You, therefore, always have the most up-to-date signals. However, the KPI Signals application also has automated signal detection jobs. These jobs send notifications about signals to subscribed users without them having the application open.

Reference:<https://docs.servicenow.com/bundle/quebec-now-intelligence/page/use/par-for-workspace/concept/administering-kpi-signals-jobs.html#administering-kpi-signals-jobs&version=quebec>

Question No : 7

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>

Question No : 8

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>

Question No : 9

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

Question No : 10

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, pa_admin, or pa_kpi_signal_admin role without being a responsible user
- C. Only users with the admin role
- D. 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>

Question No : 11

Which of the following styling options is NOT available with the data visualisation component configuration in workspaces?

- A. Sort on categories in bar, pie, and donut visualisations based on table data sources.
- B. Set default, palette, or single colour options for data display.
- C. Change score sizes of single score visualisations.
- D. Create a new visualisation type with predefined styling.

Answer: D

Explanation:

The data visualisation component configuration adds more options and an enhanced user interface.

You can configure new visualisations in Workspace from tables and indicators using the Data Visualisation configuration.

From the UI Builder, you can add visualisations to your landing page based on Performance Analytics and Reporting data. Configure a new visualisation by dragging the Data Visualisation configuration icon onto the Stage pane.

The following styling options are added in the Quebec release:

- * Show or hide a visualisation component header on a landing page, along with its label and icons.
- * Change score sizes of single score visualisations.
- * Set default, palette, or single colour options for data display.
- * Sort on categories in bar, pie, and donut visualisations based on table data sources.
- * Define data label positions and show labels that overlap on bar visualisations.

Creating a new visualisation type is not an available styling option.

Reference:<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/use/par-for-workspace/task/create-visualization.html>

Question No : 12

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