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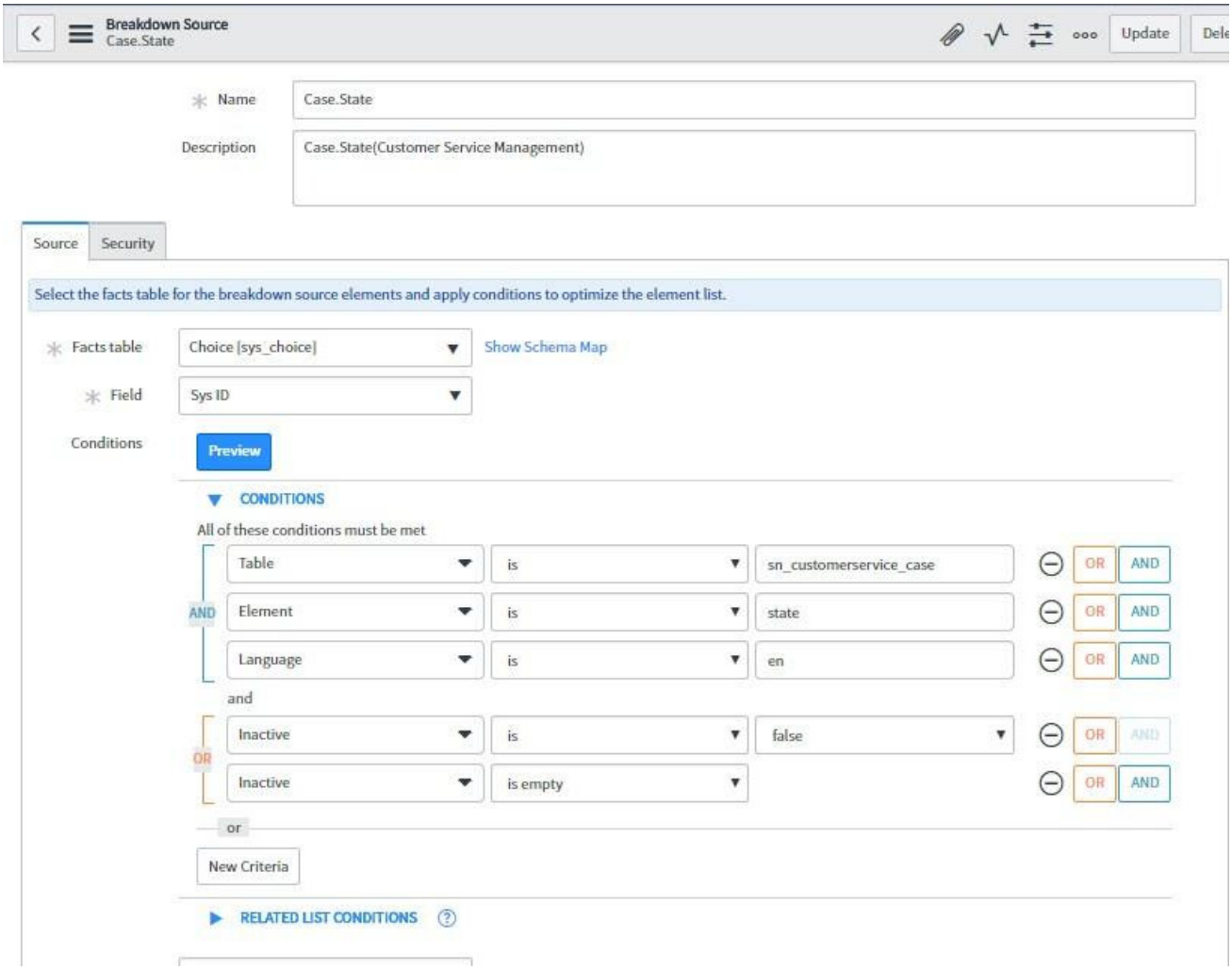
Exam : **CAS-PA**

Title : ServiceNow Certified Application Specialist - Performance Analytics Exam

Version : DEMO

1.When is a script required to perform a Breakdown Mapping for a Breakdown based on a Bucket Group?
A. When there is no field in the indicator Facts table that matches the value to be bucketed
B. When mapping to a Manual Indicator
C. When needing to limit the visibility of the Buckets
D. When the Breakdown is a Manual Breakdown
Answer: A
Explanation:
The correct answer is A. When there is no field in the indicator Facts table that matches the value to be bucketed.
ServiceNow Performance Analytics supports both field-based and scripted Breakdown Mappings. The appropriate method depends on whether the required breakdown value can be obtained directly from an existing field.
A Bucket Group divides numeric values into predefined ranges.
For example, an Incident Age breakdown might contain buckets representing 0–5 days, 6–10 days, and more than 10 days.
When a suitable numeric field already exists, the Breakdown Mapping can reference that field directly. A script is unnecessary.
However, when the required value must be calculated or transformed, a scripted mapping is appropriate.
For example, calculating incident age requires subtracting the incident's opening timestamp from the collection period's end date and converting the result into days.
A scripted mapping performs this calculation and returns a numeric value, which the Bucket Group assigns to the appropriate range.
ServiceNow's documentation explicitly identifies this as a common use case for scripted mappings.
Option B is incorrect because Manual Indicators do not use automated Breakdown Mappings in this manner.
Options C and D describe security configuration and Manual Breakdown functionality, neither of which requires a scripted mapping.
Therefore, option A correctly identifies when scripting is required.
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2.What is the purpose of the Field attribute on a Breakdown Source form?



A. Defines the relationship between the corresponding Breakdown and Indicators
B. Provides security for the Breakdown values based on user permissions
C. Limits the number of values returned by the Breakdown Source
D. Identifies the field that contains a unique value for every record for the breakdown source facts table

Answer: D

Explanation:

The correct answer is D. Identifies the field that contains a unique value for every record for the breakdown source facts table.

In ServiceNow Performance Analytics, a Breakdown Source determines the collection of elements available for an automated breakdown.

The Breakdown Source form includes a Facts table and a Field attribute, which work together to identify breakdown elements.

The Facts table specifies the table containing the element records. The Field attribute identifies the column whose values uniquely distinguish those records.

ServiceNow recommends using Sys ID, because the sys_id field provides a unique identifier for each record.

The supplied exhibit demonstrates this configuration using Choice [sys_choice] as the Facts table and Sys ID as the Field.

For example, when creating an incident Category breakdown source, the Choice table provides the

category definitions, while Sys ID uniquely identifies the corresponding choice records.
This is different from Breakdown Mapping, which establishes how records from an indicator source relate to those elements.
The Field attribute also does not determine access permissions or directly control the number of available breakdown elements. Those functions are managed through security and source filtering configurations.
The official ServiceNow documentation specifically directs administrators to select a field containing a unique value for every record.
Therefore, option D is correct.

3.What is the best way to limit the exponential growth of Breakdown element scores?
A. By consolidating Breakdowns
B. By unchecking the “Collect breakdown matrix” property of an indicator
C. By defining no more than 2 Breakdowns
D. By changing the value of “Maximum number of breakdown elements in scorecard lists” property
Answer: B
Explanation:
The correct answer is B. By unchecking the “Collect breakdown matrix” property of an indicator, because this prevents the data collector from generating combinations of multiple breakdown elements.
In Performance Analytics, breakdowns divide indicator scores into subsets corresponding to business dimensions.
For example, an incident indicator might use Priority, Assignment Group, and Category breakdowns.
Collecting scores for individual breakdown elements creates a manageable number of additional score records.
However, enabling a breakdown matrix introduces second-level combinations, where the number of possible combinations increases multiplicatively.
For example:
Priority contains 5 elements.
Assignment Group contains 100 elements.
Their second-level breakdown matrix can generate up to 500 combinations per indicator collection period.
When numerous breakdowns are combined, collection volume, processing time, and storage requirements can increase significantly.
Disabling Collect breakdown matrix prevents these second-level combinations from being collected while preserving ordinary first-level breakdown collection.
Option A may reduce configuration complexity, but it does not directly disable matrix-based score generation.
Option C is not a general ServiceNow restriction on the number of available breakdowns.
Option D controls the number of breakdown elements displayed in scorecard lists rather than the number of scores generated during collection. Consequently, disabling matrix collection is the most direct solution.
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4.Which of the following measurements can be obtained using Reporting? (Choose two.)

A. Weekly comparison of Incident resolution time vs SLA met percentage
B. Forecast of HR Case Resolution Times over the Next Month
C. Currently Active Incidents with Open Problems
D. Current view of Employees by Department
E. Department Headcount Over Time
Answer: C, D
Explanation:
The correct answers are C and D, because ServiceNow Reporting primarily provides information about the current state of operational records.
Reporting and Performance Analytics are complementary applications designed to address different analytical requirements.
Option C – Correct: Reporting can identify currently active incidents associated with open problems by querying operational records and applying appropriate filtering or relationship conditions. This is a point-in-time operational view.
Option D – Correct: Reporting can display the current distribution of employees by department using employee records and grouping or aggregation functions.
Option A – Incorrect: A weekly comparison of incident resolution time against SLA compliance percentages represents a historical performance analysis. Performance Analytics is the intended application for continuously measuring and comparing these KPIs over time.
Option B – Incorrect: Forecasting future HR case resolution times requires predictive analysis of historical indicator scores, which is supported by Performance Analytics forecasting capabilities.
Option E – Incorrect: Department headcount over time requires historical snapshots to accurately reconstruct the workforce population for previous periods.
Although advanced reports can analyze records containing historical dates, they do not automatically capture historical snapshots of changing business conditions.
ServiceNow distinguishes the applications by explaining that Reporting focuses on current operational data, whereas Performance Analytics supports historical trends, targets, comparisons, and forecasts.
Therefore, C and D are the appropriate selections.
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5.Which Indicator should you exclude from a Historic Data Collection because its scores cannot be accurately collected?
A. Number of incidents resolved in time
B. Number of open problems not updated in last 90 days
C. Number of new requests
D. Summed age of open problems
Answer: B
Explanation:
The correct answer is B. Number of open problems not updated in last 90 days, because this indicator depends on historical inactivity conditions that cannot be reliably reconstructed from current record values.
Historical data collection attempts to calculate indicator scores for previous reporting periods using information that remains available in the instance.
However, some indicators depend on time-sensitive conditions whose historical values are not preserved

in the current operational record.
The indicator Number of open problems not updated in last 90 days evaluates whether a problem has remained unchanged during the preceding 90-day period.
Consider a problem last updated on October 15. A historical collection executed in November cannot reliably determine its last-update status for an earlier date if intervening updates have overwritten the prior sys_updated_on value.
As a result, historical collection may generate misleading scores.
Option A measures incidents resolved within a specified time condition and can potentially use retained resolution and SLA data.
Option C counts newly created requests, for which creation timestamps provide suitable historical information.
Option D measures problem age. Age calculations can be derived from creation dates and the applicable collection date when the relevant record population can be reconstructed. ServiceNow specifically advises against historical collection for indicators measuring records not updated within a relative time window.
Instead, these indicators should be included in regular daily collection jobs to preserve accurate point-in-time measurements.
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