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ServiceNow Certified Application Specialist - Performance Analytics Exam

ServiceNow CAS-PA

Version Demo

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Topic Break Down

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QUESTION NO: 1

Which of the following can be used as the basis for a breakdown source? (Choose three.)

A. Table

B. Database view

C. Bucket group

D. Report

ANSWER: A B C

Explanation:

A **table**, **database view**, and **bucket group** can be used as the basis for a breakdown source. A table or database view provides distinct records and field values from which breakdown elements can be derived. A bucket group provides defined value ranges that can be used to group numerical or duration-related values into meaningful categories.

A report is not a valid basis for a breakdown source. Reports can present data, but they do not define the source values used to create Performance Analytics breakdown elements. See the ServiceNow documentation on Performance Analytics breakdowns.

QUESTION NO: 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

ANSWER: C

Explanation:

Label for unmatched is the correct setting because it makes records whose values do not match any defined breakdown element visible in Performance Analytics reporting. A breakdown source maps source-data values to the elements used to segment an indicator's scores. When a source value has no corresponding element, it can otherwise be difficult for an analyst to recognize that the value is not being categorized as intended.

Defining a label for those unmatched values provides an explicit selectable element in the visualization or widget filter. Selecting it displays the scores associated with records that could not be matched to an existing breakdown element. This gives the analyst a practical data-quality and breakdown-coverage view: they can determine whether the unmatched values represent legitimate new categories requiring additional breakdown elements, or whether source data needs to be corrected, normalized, or otherwise adjusted so it maps to an existing element.

This behavior supports accurate dimensional analysis of indicator results and helps prevent uncategorized data from being overlooked during reporting. See ServiceNow's documentation on Performance Analytics breakdowns and the product documentation portal's Performance Analytics documentation for release-specific configuration details.

QUESTION NO: 3

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:

By adding **'Incident->Assignment group' to the Related List Conditions**, the element filter evaluates the relationship between the Groups breakdown source and Incident records. The Groups breakdown source uses the Group `[sys_user_group]` table. A related-list condition on Incident, using its Assignment group reference, restricts the available breakdown elements to group records that are referenced as the assignment group on at least one incident. This is the appropriate mechanism because the requirement is based on the existence of related Incident records rather than a field condition directly on the group record itself. Additional Incident criteria can be included in that related-list condition when needed, such as limiting results to incidents created during a particular date range. Element filters are designed to limit which breakdown elements users can see when viewing Performance Analytics breakdowns in Analytics Hub and compatible widgets. ServiceNow's element-filter documentation specifically uses the Groups breakdown source and an Incident-to-Assignment group related-list condition as this use case. See ServiceNow: Breakdown element filters and ServiceNow Product Documentation: Breakdown element filters.

QUESTION NO: 4

Which of the following actions can an administrator take when configuring a Performance Analytics breakdown? (Choose three.)

A. Associate the breakdown with a breakdown source.

B. Collect indicator scores by the breakdown.

C. Configure an element filter to limit visible elements.

D. Use an element filter to change scores already collected.

ANSWER: A B C

Explanation:

An administrator can associate a breakdown with a breakdown source, collect indicator scores by the breakdown, and configure an element filter to control which breakdown elements are available to users. The breakdown source supplies the values or buckets used to create elements, while collection generates the dimensional score data used for analysis.

An element filter controls the visibility of elements; it does not alter values that have already been collected into Performance Analytics score records. See the ServiceNow documentation on Performance Analytics breakdowns.