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QUESTION 1

Which of the following items can you view without the pa_viewer role if the indicator and breakdown ACLs are respected? (Choose two.)

A. Diagnostic Results

B. KPI Details

C. Analytics Hub

D. Widget Statistics

Correct Answer: BC

You can rely less on roles and more on access control lists (ACLs) to secure Performance Analytics.

On new instances, you no longer need the pa_viewer role to view the following items. Instead, indicator and breakdown ACLs are respected:

*

 Analytics Hub

*

 Text Analytics widgets

*

 KPI Details

*

 Breakdowns on workbench widgets

Performance Analytics widgets: In general, Performance Analytics widgets follow indicator and breakdown ACLs.

Targets and Thresholds: On the Analytics Hub, no roles are required to create personal targets and thresholds.

Reference:https://docs.servicenow.com/bundle/quebec-release-notes/page/release- notes/analytics-intelligence-reporting/performance-analytics-rn.html

QUESTION 2

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

Correct Answer: A

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 3

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

Correct Answer: C

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 4

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.

Correct Answer: ABC

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

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QUESTION 5

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

Correct Answer: B

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

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