ServiceNow
Certified Application Specialist – Performance Analytics
Exam Specification

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Introduction

The ServiceNow Certified Application Specialist – Performance Analytics Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a certified Performance Analytics application specialist.

Exam Purpose

The Certified Application Specialist – Performance Analytics exam certifies that a successful candidate has the skills and essential knowledge to perform the configuration, implementation, and maintenance of a ServiceNow Performance Analytics solution.

Exam Audience

The Certified Application Specialist – Performance Analytics exam is available to ServiceNow customers, partners, employees, and other practitioners interested in becoming ServiceNow Performance Analytics Certified Specialists.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow documentation site, and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

Prerequisite ServiceNow Training Path

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Certified Application Specialist – Performance Analytics exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- ServiceNow Fundamentals
- Performance Analytics Essentials
- Performance Analytics Fundamentals
- Response Dashboards
- Performance Analytics Widgets
- Performance Analytics Advanced - *Upon completion, the candidate will be issued a voucher code to register for the Certified Application Specialist – Performance Analytics exam.

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Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam.

- [Performance Analytics and Reporting Product Documentation](#)
- [Getting Started with Performance Analytics](#) (requires ServiceNow Community login)

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow Performance Analytics implementation projects deploying out-of-the box content as well as building custom reports and Performance Analytics objects such as KPIs, widgets, dashboards, and collection jobs.

- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	**Architecture and Deployment**	10%
	List the Performance Analytics solution components	
	Define Deployment Tasks and Sequence	
	Identify Common Use Cases	
	Recognize Personas and Stakeholders	
2	**Configure Indicators and Indicator Sources**	25%
	Configure Source Conditions and Facts Tables	
	Distinguish between Indicator Types	

	Define Indicator Configuration Properties	
	Create Aggregation Scripts	
3	**Configure Breakdowns and Breakdown Sources**	**20%**
	Configure Breakdown Sources	
	Perform Breakdown Mappings	
	Create Breakdown Matrix and apply Exclusions	
	Create Scripts for Scripted Breakdown Mappings	
	Configure Bucket Groups	
4	**Data Collection**	**15%**
	Define the Data Collection Process Flow	
	Configure Collection Configuration Properties	
	Fine-Tune and Troubleshoot Collection	
5	**Data Visualization**	**20%**
	Build Performance Analytics Widgets	
	Configure and apply Interactive Filters	
	Choose the Appropriate Visualization	
	Create Dashboards and Manage Access	
	Manage Dashboard Performance	
6	**Administration and Solutions**	**10%**
	Manage Configurations using the Admin Console	
	Accelerate deployment with PA Solution Library and Content Packs	
	Perform Diagnostics and Troubleshooting	
	Implement Upgrades and Migrations	

	Configure Spotlight		
		Total	**100%**

Exam Registration

Each candidate must register for the exam via the ServiceNow Webassessor website using a voucher obtained by completing the Certified Application Specialist – Performance Analytics prerequisite training path.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the Certified Implementation Specialist exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of approximately (60) questions. For each question on the examination, there are multiple possible responses. The person taking the exam reviews the response options and selects the *most correct* answer to the question.

Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least four possible responses. The candidate taking the exam reviews the response options and selects the one response most accurately answers the question.

Multiple Select (select all that apply)

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. The candidate taking the exam reviews the response options and selects ALL responses that accurately answer the question. Multiple-select questions have two or more correct responses.

Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. More detailed results are not provided to the candidate.

Exam Retakes

If a candidate fails to pass an exam, they may register to take the exam again up to three more times for a cost of $75.

Sample Question(s)

Sample Item #1:

Select all statements which correctly describe the Performance Analytics application.

    A. A replacement for standard ServiceNow reporting
    B. Complements ServiceNow reporting by adding trending capabilities
    C. Available at no additional cost for Incident Management
    D. A data warehousing solution which manages data off platform

    Answers: B, C

Sample Item #2:

Select the field which is frequently included in the Conditions list of an Indicator Source.

    A. Integer
    B. String
    C. Reference
    D. Date-Time

    Answer: D

Sample Item #3:

Select all fields which are effective breakdowns sources.

    A. State
    B. Last updated
    C. Short Description
    D. Category
    E. Assignment Group

    Answers: A, D, E

Sample Item #4:

Which Indicator should be excluded from a historic data collection because its data is not meaningful in a historical context?

A. Summed age of open problems
B. Number of open incidents not updated in last 90 days
A. Number of closed requests
B. Average Incident Backlog growth

Answer: B

Sample Item #5:

Select the correct list of items which may be added to a dashboard.

A. Indicators, Reports, Widgets, Interactive Filters, Scorecards
B. Collection Jobs, Element Filters, Scorecards, Indicators, Reports
C. Widgets, Reports, Interactive Filters
D. Indicators, Reports, Interactive Filters

Answer: C