ATMIC NETWORKS
YOUR GUIDE TO GLOBAL CERTIFIATION

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Question: 1

When sharing a Dashboard, who can be granted Dashboard access?

A. A specific role
B. A specific user
C. A specific group
D. A specific user, group, or role

Answer: D

Explanation:

In Platform Analytics, dashboards are shared through the dashboard Share action. In the Share Dashboard dialog, the Grant access to field explicitly allows you to enter one or more users, groups, or roles to share the dashboard with. This sharing controls whether recipients can view the dashboard or edit it, depending on whether you add them as a viewer or editor. Sharing can also optionally allow recipients to manage (add/edit/remove) sharing permissions if that option is enabled. ServiceNow further notes that only certain privileged roles (such as admin, dashboard_admin, pa_admin, or pa_power_user) can see roles in the sharing panel in some configurations, and sharing with roles may require read access to the Roles [sys_user_role] table. This means access can be granted at the individual level (user), team level (group), or permission level (role), making "user, group, or role" the correct and complete choice.

Question: 2

Which feature in Platform Analytics enables the sharing of visualizations on any dashboard?

A. The pa_kpi_signals_admin role
B. Dashboard Sharing
C. The report_admin role
D. Visualization Library

Answer: D

Explanation:

The Visualization Library is the Platform Analytics feature that enables visualizations to be reused and shared across any dashboard. When a visualization (such as a time series, scorecard, or breakdown visualization) is saved to the Visualization Library, it becomes a reusable analytics component that can be added to multiple dashboards without duplicating configuration. This ensures consistency in metrics, reduces maintenance overhead, and supports centralized governance of analytics content.
Dashboard Sharing, by contrast, controls who can view or edit a dashboard, not how individual visualizations are reused across dashboards. Roles such as pa_kpi_signals_admin or report_admin provide administrative capabilities but do not enable cross-dashboard visualization reuse. According to ServiceNow Platform Analytics documentation, the Visualization Library is specifically designed to store, manage, and distribute analytics

visualizations so they can be embedded in dashboards throughout the platform. This feature is essential in enterprise analytics implementations where the same KPIs and indicators must appear consistently across multiple dashboards and user audiences.

Question: 3

When creating a breakdown on the age of a task, which table can be used as the Facts table of the Breakdown Source?

A. Task [task]
B. Bucket [pa_buckets]
C. Bucket Group
D. Choice [sys_choice]

Answer: B

Explanation:

When creating a breakdown based on the age of a task, the correct Facts table for the Breakdown Source is Bucket [pa_buckets]. In Platform Analytics, age-based breakdowns (such as 0–5 days, 6–10 days, etc.) are not derived directly from the Task table. Instead, they use bucketed data, which is generated by bucket groups during data collection.

The pa_buckets table stores the calculated bucket values for records at collection time, making it the authoritative facts table for age, duration, and numeric range breakdowns. Bucket Groups define how values are grouped, while the Bucket table stores the actual bucket assignments used in analytics. The Task table itself cannot be used as the facts table for age breakdowns because Platform Analytics requires pre-aggregated, time-aware bucket data to ensure historical accuracy. The Choice table is only used for choice list values and is unrelated to numeric or age-based breakdowns. ServiceNow documentation clearly states that bucket-based breakdowns must reference the pa_buckets table to function correctly and produce accurate time series analytics.

Question: 4

Which of the following statements best describes an Automated Indicator?

A. A series of measurements that describe a process over a period of time
B. A process summary taken at a single point in time
C. A subcategorization of an indicator that provides more granular views of scores
D. A scheduled job that collects data

Answer: A

Explanation:

An Automated Indicator in Platform Analytics is defined as a series of measurements collected over time that represent the performance of a process. These measurements are stored as time series data, allowing organizations to analyze trends, patterns, and historical performance. Automated indicators rely on indicator

sources and scheduled data collection jobs to collect data at defined intervals, such as daily or hourly. Option B describes a snapshot report, which represents data at a single point in time and does not support trending. Option C refers to breakdowns, which categorize indicator scores for deeper analysis but do not define the indicator itself. Option D describes the data collection job, which is a mechanism used by automated indicators but not the indicator definition. ServiceNow documentation explicitly states that indicators represent performance over time, making option A the correct and most complete description of an Automated Indicator.

Question: 5

A filtered Time Series widget shows individual trends for the number of open incidents with High and Critical priorities.

Which action configures the Responsive Canvas Dashboard to show a combined trend for the Critical and High-priority incidents?

A. Set the Show multiple elements as property to Aggregate
B. Check Manual elements and add widget elements for the High and Critical incidents
C. Set the Show multiple elements as property to Separate
D. Apply an elements filter to return High and Critical incidents only

Answer: A

Explanation:

In Responsive Canvas dashboards, when a Time Series widget contains multiple elements, the Show multiple elements as property controls how those elements are visualized. Setting this property to Aggregate combines the values of all returned elements into a single trend line, which is exactly the

desired outcome when viewing a combined trend for High and Critical priority incidents. Applying an elements filter (option D) limits which elements are displayed but does not combine them into one trend. Setting the property to Separate (option C) explicitly shows individual trend lines for each element. Manually adding elements (option B) still results in multiple distinct series unless aggregation is enabled. According to ServiceNow Platform Analytics documentation, aggregation is the correct method for consolidating multiple indicator elements into one unified visualization on a dashboard.

Question: 6

What is an example of how Platform Analytics can help achieve the goal of reducing IT spending by 10%?

A. By conducting user satisfaction surveys to identify areas for improvement
B. By generating comprehensive asset cost reports and importing them
C. By breaking down incident resolution costs and identifying areas to optimize
D. By automating password resets for users

Answer: C

Explanation:

Platform Analytics helps reduce IT spending by enabling cost visibility, trend analysis, and optimization insights. Breaking down incident resolution costs allows organizations to identify high- cost incident categories, inefficient processes, or teams with unusually long resolution times. By correlating cost data with performance indicators, leaders can make data-driven decisions to streamline workflows, reduce rework, and optimize resource allocation.
User satisfaction surveys (option A) provide qualitative feedback but do not directly measure or reduce costs. Importing asset cost reports (option B) is a reporting or data integration activity, not an analytics-driven optimization approach. Automating password resets (option D) is an operational improvement but does not directly leverage Platform Analytics capabilities. ServiceNow documentation emphasizes that Platform Analytics supports strategic objectives such as cost reduction by revealing inefficiencies through indicators, breakdowns, and historical trend analysis— making option C the correct answer.

Question: 7

What happens when Collect records is enabled on an Automated Indicator form?

A. A preview of the records that match the condition is displayed
B. An ad-hoc job runs to collect the scores immediately for testing purposes
C. An exact copy of the matching records is retained for future reference
D. A list of sys_ids is stored during collection to allow drill down to records

Answer: D

Explanation:

When Collect records is enabled on an Automated Indicator, Platform Analytics stores the sys_ids of the records that contributed to each indicator score at collection time. This capability enables drilldown functionality, allowing users to view the exact records behind a score directly from analytics widgets and dashboards. Importantly, Platform Analytics does not store full copies of records—only the identifiers—ensuring historical accuracy while maintaining storage efficiency.
Option A describes the preview feature available when defining indicator conditions, not record collection. Option B refers to manual data collection, which is triggered separately. Option C is incorrect because Platform Analytics does not retain full record snapshots. ServiceNow documentation clearly states that enabling Collect records allows analytics users to drill into the contributing records for any given score, making option D the correct and precise answer.

Question: 8

When using a Bucket Group as a Breakdown Source, which is the required Breakdown Source Facts table?

A. Bucket Group [pa_bucket_groups]

B. Choice [sys_choice]
C. Bucket [pa_buckets]
D. The Indicator Facts table

Answer: C

Explanation:

When a Bucket Group is used as a Breakdown Source in Platform Analytics, the required Facts table is Bucket [pa_buckets]. Bucket Groups define how numeric or duration values (such as age, time, or cost ranges) are grouped, but they do not store analytics facts themselves. The actual bucketed values generated during data collection are stored in the pa_buckets table, which makes it the authoritative facts table for bucket-based breakdowns.
The pa_bucket_groups table only stores configuration metadata for bucket definitions. The sys_choice table is used exclusively for choice list values and is unrelated to bucket analytics. The Indicator Facts table stores indicator scores but does not contain bucket-level breakdown data. ServiceNow documentation explicitly states that any breakdown based on bucket groups must reference the pa_buckets table to ensure accurate historical analysis and proper breakdown rendering. Therefore, option C is the only correct answer.

Question: 9

Which method in ServiceNow can be used to calculate the rate of performance per reporting period using time series aggregations?

A. pa.getChange()
B. pa.getIndicator()
C. gs.getDuration()
D. pa.getRate()

Answer: D

Explanation:

The pa.getRate() method is used in Platform Analytics to calculate rates of performance over time, such as incidents resolved per day, requests closed per week, or changes per reporting period. This method works on time series data and applies aggregation logic to derive a rate rather than a raw count or sum.
pa.getChange() is used to calculate the difference between two data points, not a rate. pa.getIndicator() retrieves indicator metadata and does not perform calculations. gs.getDuration() is a general-purpose GlideSystem utility for calculating durations and is unrelated to analytics time series processing. ServiceNow documentation clearly identifies pa.getRate() as the appropriate API for rate-based calculations using historical indicator scores, making option D the correct answer.

Question: 10

Which scenario requires a scripted Breakdown Mapping?

A. There is no direct mapping between the Indicator field and the Breakdown table
B. The field to map to is of type Sys ID
C. The table being mapped is a database view and not an actual table
D. The value needed for the Breakdown is available only as a dot-walked field

Answer: A

Explanation:

A scripted Breakdown Mapping is required when there is no direct field relationship between the Indicator source data and the Breakdown source table. In such cases, standard field mapping cannot resolve how indicator records should be categorized, so a script is needed to programmatically determine the correct breakdown value.
Mapping to a Sys ID field (option B) is supported through standard mappings. Database views (option C) can still be mapped if fields are accessible. Dot-walked fields (option D) are commonly supported without scripting. According to ServiceNow Platform Analytics documentation, scripted mappings are specifically intended for complex or indirect relationships, making option A the correct answer.

Question: 11

Which Indicator should be excluded from a Historic Data Collection because its scores cannot be accurately collected?

A. Number of new requests
B. Number of incidents resolved in time
C. Summed age of open problems
D. Number of open problems not updated in the last 90 days

Answer: C

Explanation:

Historic Data Collection is designed to accurately reconstruct past indicator scores based on historical records. Indicators that rely on calculated age values, such as summed age of open problems, cannot be accurately reconstructed because age is a time-relative value that depends on the exact moment of calculation.
Count-based indicators (options A, B, and D) can be recalculated historically by evaluating record states at specific points in time. However, summing age values requires knowing the precise age of each record at each historical interval, which is not reliably reproducible. ServiceNow documentation explicitly warns against using historic data collection for age-based and duration-sum indicators, making option C the correct exclusion.

Question: 12

Which statements describe the respective Performance Analytics object behavior?

A. Indicator Sources with a Monthly frequency can still be collected in a Daily job
B. Breakdowns require a Breakdown Mapping to be added to an Automated Indicator
C. The frequency of an Indicator can differ from that of an Indicator Source
D. Data collection must be completed before assigning Breakdowns to an Indicator

Answer: AC

Explanation:

In ServiceNow Performance Analytics, Indicator Sources and Indicators are distinct objects with different responsibilities, and understanding their behavior is essential for correct architecture and deployment.
Option A is correct.
Indicator Sources define how and when raw data is queried, but they can be reused by multiple data collection jobs. Even if an Indicator Source is configured with a Monthly frequency, it can still be executed by a Daily data collection job. The job frequency controls execution timing, not the source frequency itself. This reuse is a documented performance optimization in Platform Analytics.
Option C is correct.
The Indicator frequency is independent of the Indicator Source frequency. For example, an Indicator

Source may collect daily raw data, while the Indicator aggregates and stores scores weekly or monthly. This separation allows flexible aggregation strategies and is explicitly supported by Platform Analytics design.
Option B is incorrect because Breakdowns require a Breakdown Mapping, but they are not inherently tied only to Automated Indicators, nor is this statement describing object behavior accurately in isolation.
Option D is incorrect because Breakdowns can be assigned to an Indicator before or after data collection; they are applied when the next collection runs.

Question: 13

What should the target for the Index and its supporting indicators be set to when creating an Index Indicator?

A. 0% and Maximize
B. 100% and Minimize
C. 0% and Minimize
D. 100% and Maximize

Answer: D

Explanation:

An Index Indicator in Platform Analytics represents a composite score calculated from multiple supporting indicators. According to ServiceNow best practices, both the Index and its supporting indicators should be

normalized so that higher values represent better performance. Therefore, the correct configuration is a target of 100% with a Maximize direction.
This standardization ensures consistent weighting and scoring logic across all contributing indicators. If supporting indicators were set to Minimize or had inconsistent targets, the index calculation would produce misleading or inverted results. Options involving a 0% target are incorrect because index scores are designed to trend toward full achievement, represented as 100%. ServiceNow documentation clearly states that index indicators assume maximization logic for proper normalization and aggregation, making option D the correct and documented choice.

Question: 14

Breakdown element security is configured in the properties of which object?

A. Automated Indicator
B. Manual Breakdown
C. Breakdown Source
D. Automated Breakdown

Answer: D

Explanation:

Breakdown element security determines which users are allowed to see specific breakdown elements (such as certain categories or values) when viewing analytics data. In Platform Analytics, this security is configured directly on the Automated Breakdown record.
Automated Breakdowns include properties that allow administrators to define element-level access control, typically by specifying roles that are required to view certain breakdown elements. This ensures sensitive analytics data is only visible to authorized users. The Breakdown Source defines how data is mapped and categorized but does not control visibility. Automated Indicators control score collection and aggregation, not breakdown element security. Manual Breakdowns are static and do not support dynamic element security in the same way.
ServiceNow documentation explicitly states that breakdown element security settings—such as restricting elements by role—are part of the Automated Breakdown configuration, making option D the correct answer.

Question: 15

Which configuration confirms that an Automated Breakdown is using a Bucket Group?

A. The Facts table of the Breakdown is set to [pa_buckets]
B. The Default elements filter of the Breakdown specifies the Bucket Groups
C. The Facts table of the Breakdown Source is set to [pa_buckets]
D. The Related list conditions of the Breakdown Source identify the Bucket Groups

Answer: C

Explanation:

An Automated Breakdown is confirmed to be using a Bucket Group when the Facts table of the Breakdown Source is set to Bucket [pa_buckets]. Bucket Groups define how numeric or duration values are grouped, but the actual bucketed analytics data is stored in the pa_buckets table during data collection.
The Breakdown Source is responsible for defining where the breakdown facts originate. If its Facts table is pa_buckets, this indicates that the breakdown is based on bucketed values generated by a Bucket Group. The Breakdown record itself does not define the facts table, and default element filters or related list conditions do not establish the use of bucket data.
ServiceNow Platform Analytics documentation clearly states that all bucket-based breakdowns must reference pa_buckets at the Breakdown Source level, making option C the correct and definitive answer.

Question: 16

Which scenarios require the use of a scripted Breakdown Mapping?

A. Categorizing requests based on the number of times they were updated
B. Categorizing incidents based on their category
C. Categorizing incidents based on their priority
D. Categorizing the length of time since tasks were updated into age ranges

Answer: A

Explanation:

A scripted Breakdown Mapping is required when the breakdown value cannot be obtained through a direct field mapping or simple reference relationship. Categorizing requests based on the number of times they were updated requires calculating a value dynamically (for example, counting updates from the audit history), which is not stored as a single field on the record. Because this value must be derived programmatically, a scripted mapping is necessary.
Options B and C use existing fields (category, priority) that can be mapped directly without scripting. Option D uses age ranges, which are handled through Bucket Groups and the pa_buckets table, not scripted mappings.
ServiceNow documentation clearly states that scripted mappings are intended for calculated, derived, or indirect values, making option A the correct answer.

Question: 17

Where should you navigate to activate a Performance Analytics Content Pack?

A. Performance Analytics > Activate Solution
B. System Applications > All Available Applications > All
C. Performance Analytics > Add Content Pack
D. Content Management > Performance Analytics

Answer: C

Explanation:

Performance Analytics Content Packs provide prebuilt indicators, breakdowns, dashboards, and jobs for specific applications such as Incident, Problem, or Change Management. To activate these packs, administrators navigate to Performance Analytics > Add Content Pack. This interface lists all available analytics content packs and allows administrators to preview and activate them.
Option A refers to Solution activation, which is unrelated to Performance Analytics content. Option B is used for application plugins, not analytics packs. Option D does not exist as a valid navigation path for Performance Analytics. ServiceNow documentation explicitly identifies Performance Analytics > Add Content Pack as the correct location to install analytics content, making option C the verified answer.

Question: 18

Which statement describes Performance Analytics Spotlight?

A. A visualization of an indicator score to display on a dashboard
B. A view of the record priority at the current time
C. A ranked list of records based on several weighted conditions
D. A view of the process data captured over a period of time

Answer: C

Explanation:

Performance Analytics Spotlight is a feature that provides a ranked list of records based on multiple weighted conditions, helping users focus on the most critical records that require attention. Spotlight differs from traditional reports and time-series analytics because it evaluates records dynamically using scoring logic rather than historical aggregation.
Option A describes dashboard visualizations such as time series or scorecards. Option B refers to record views, not analytics. Option D describes Performance Analytics indicators, which track trends over time. ServiceNow documentation clearly defines Spotlight as a prioritization tool that ranks records using configurable rules and weights, making option C the correct and complete description.

Question: 19

What happens when you select a predefined filter condition in the data source selection screen?

A. The filter is applied and the data source is automatically selected
B. The filter is saved and it will be automatically applied in future uses of the same data source
C. The data source is automatically selected without any further options
D. The filter is applied and it can be refined under the Conditions section

Answer: D

Explanation:

When a predefined filter condition is selected during data source configuration, Platform Analytics applies the filter immediately and displays it in the Conditions section, where it can be reviewed, modified, or extended. This allows administrators to start with a standard filter and refine it to meet specific analytics requirements.

The filter is not automatically saved for future use, nor does it automatically select the data source without user confirmation. ServiceNow documentation clarifies that predefined filters act as starting templates, not locked or persistent filters. Administrators retain full control to adjust conditions before saving the indicator or data source. Therefore, option D accurately describes the behavior.

Question: 20

There is a Summed Duration of wait time Indicator that stores duration in milliseconds.
Which action accurately configures the displayed duration in hours without creating a separate Formula Indicator?

A. Set the Unit in the Indicator to Hours
B. Use the API method getHours() in the Formula box
C. Use a Performance Analytics script to convert milliseconds to hours and recollect
D. Add / 3600000 to the Formula box and check Use formula

Answer: A

Explanation:

Platform Analytics supports unit conversion for duration-based indicators through the Unit field on the Indicator record. When an indicator stores duration values (such as milliseconds), setting the Unit to Hours automatically converts and displays the values correctly without modifying the underlying data or recollecting scores.

Using formulas or scripts is unnecessary and discouraged when a built-in unit conversion is available. The Formula box is intended for mathematical aggregation logic, not unit conversion. ServiceNow documentation explicitly states that duration indicators should rely on the Unit setting to control how values are displayed, making option A the correct and supported approach.

Question: 21

Which user should you run Data Collections as?

A. System Administrator
B. Platform Analytics Admin
C. A dedicated Performance Analytics service account
D. Maintenance account (maint)

Answer: C

Explanation:

ServiceNow best practice recommends running Performance Analytics data collections using a dedicated service account specifically created for analytics processing. This ensures consistent permissions, predictable access to data, and improved auditability.

Running collections as individual admins can introduce permission inconsistencies if roles change. The maint account is intended for system upgrades and maintenance, not scheduled analytics jobs. A dedicated Performance Analytics service account minimizes operational risk and aligns with ServiceNow security and governance guidelines.

ServiceNow documentation emphasizes the importance of service accounts for background processing, making option C the correct and recommended choice.

Question: 22

Which data is loaded when you view a Performance Analytics Dashboard?

A. Only widgets configured on the current tab
B. Only the widgets shown by the current view rule
C. All widgets on all dashboard tabs
D. Only widgets configured on the current tab that are visible without scrolling

Answer: A

Explanation:

When a Performance Analytics dashboard is opened, ServiceNow loads only the widgets configured on the currently active tab. Widgets on other tabs are not loaded until the user clicks those tabs. This behavior is intentional and supports performance optimization, especially for dashboards containing many analytics widgets or complex queries.

Widgets are not limited by view rules alone, and ServiceNow does not preload widgets from all tabs. Additionally, widgets that require scrolling are still loaded as long as they are part of the active tab. ServiceNow documentation confirms that dashboard widgets are loaded per tab, reducing unnecessary data processing and improving load times. Therefore, option A is the correct and documented behavior.

Question: 23

When configuring a new Metric Definition to track the duration an incident is assigned to a specific group, which type should be selected?

A. Field value duration
B. Script calculation
C. State change
D. Assignment group

Answer: A

Explanation:

To track how long an incident remains assigned to a specific group, the correct Metric Definition type is Field value duration. This type measures the amount of time a record spends with a particular value in a specified field, such as assignment_group.
State change metrics track transitions between states, not time spent in a field value. Script calculations are used only when duration cannot be calculated through standard field tracking. “Assignment group” is a field, not a metric type. ServiceNow documentation specifies that Field value duration metrics are designed for tracking time spent in a given field value, making option A the correct choice.

Question: 24

Choose 2 options.
Which variables are used in a Performance Analytics script without being defined in the Fields list?

A. sys_created_on
B. score_end
C. collection_job_start
D. collection_job_end
E. sys_updated_on
F. score_start

Answer: BF

Explanation:

In Performance Analytics scripted indicators, certain system-provided variables are automatically available without being explicitly defined in the Fields list. The variables score_start and score_end represent the start

and end timestamps of the reporting period for which the indicator score is being calculated. These variables are essential for time-aware calculations and historical accuracy.
Fields such as sys_created_on and sys_updated_on must be explicitly added to the Fields list if they are used in scripts. collection_job_start and collection_job_end are not available script variables in indicator calculations. ServiceNow documentation clearly identifies score_start and score_end as built-in variables available to Performance Analytics scripts, making options B and F the correct answers.

Question: 25

Which property indicates the recommended evaluation date for a Target?

A. Improvement Date
B. Baseline Date
C. End Date
D. Review Date

Answer: D

Explanation:

In Platform Analytics, a Target defines the desired performance level for an indicator. The Review Date property specifies the recommended date to evaluate progress toward that target. This date is used for governance and performance review purposes, helping stakeholders determine when to assess whether the indicator is trending appropriately toward its goal.
The Baseline Date marks the starting point for measurement, while the End Date defines when the target expires or is no longer valid. The Improvement Date indicates when improvement efforts begin, not when performance should be evaluated. ServiceNow documentation clearly identifies the Review Date as the point in time when the target's effectiveness and achievement should be assessed, making option D the correct answer.

Question: 26

What is the purpose of a Breakdown Source?

A. It defines a default elements filter
B. It specifies which indicators are available to a breakdown
C. It identifies unique breakdown elements for classification
D. It specifies the options available for non-categorical data

Answer: C

Explanation:

A Breakdown Source defines how data is classified into distinct breakdown elements for analysis. It identifies

the table and field (or script) used to generate the unique values—such as categories, priorities, assignment groups, or buckets—that segment indicator scores.
Default element filters are configured on the Breakdown, not the Breakdown Source. Indicators are linked to Breakdowns through Breakdown Mappings, not selected at the source level. While bucketbased sources support non-categorical data, their core purpose remains identifying unique breakdown elements. ServiceNow documentation emphasizes that the Breakdown Source is responsible for defining where breakdown values come from and how they are identified, making option C the correct answer.

Question: 27

What does the "Allow formula component to be NULL" setting for a Formula Indicator do?

A. It always returns zero if any component is NULL
B. It skips the formula calculation if any component is NULL
C. It converts NULL values to zero
D. It allows components to be NULL without aborting the formula

Answer: D

Explanation:

The Allow formula component to be NULL setting controls how a Formula Indicator behaves when one or more component indicators return NULL values. When enabled, the formula continues to calculate using the available components instead of aborting the calculation.
If this setting is disabled and any component returns NULL, the entire formula result becomes NULL. The setting does not automatically convert NULLs to zero, nor does it skip calculation entirely.
ServiceNow documentation explains that this option provides flexibility in environments where some component indicators may not have data for every period, ensuring the formula can still produce meaningful results. Therefore, option D accurately describes the behavior.

Question: 28

What configuration setting should be used to run a Historical Collection Job?

A. Once or On Demand
B. Weekly
C. Daily
D. Monthly

Answer: A

Explanation:

A Historical Collection Job is designed to collect past data for a defined historical period and is typically executed one time or on demand. Unlike scheduled collection jobs (daily, weekly, or monthly), historical jobs are not intended to run repeatedly.

ServiceNow documentation specifies that historical collections are initiated manually to backfill data for indicators that were created after records already existed. Running them on a recurring schedule could lead to duplicated or incorrect data. Therefore, the correct configuration is Once or On Demand, making option A the correct answer.

Question: 29

What is the default aggregation for the Metric tile in a Data Visualization?

A. COUNT
B. AVERAGE
C. MIN
D. SUM

Answer: A

Explanation:

In Platform Analytics data visualizations, the Metric tile is designed to display a single summarized value. By default, the aggregation used for a Metric tile is COUNT. This means the tile displays the total number of records or scores returned by the data source unless the aggregation is explicitly changed by the user.

COUNT is the most commonly used aggregation because Metric tiles are often used to show key headline numbers such as total incidents, open requests, or completed tasks. Other aggregations like AVERAGE, MIN, or SUM are available options, but they must be manually selected during configuration. ServiceNow documentation confirms that COUNT is the default aggregation applied to Metric visualizations, making option A the correct answer.

Question: 30

Which Breakdown is most likely to use a Bucket Group as its Breakdown Source?

A. Hour of day
B. Priority
C. Business Service
D. Assignment Group

Answer: A

Explanation:

A Bucket Group is used in Platform Analytics to categorize numeric or time-based values into ranges. The Hour of day breakdown is a classic example of this usage, as it groups records into defined hourly ranges (for example, 00–01, 01–02, and so on).

Priority, Business Service, and Assignment Group are categorical fields that use direct field mappings and do not require bucket logic. Bucket Groups are specifically intended for non-categorical data such as time, age, duration, or numeric ranges. ServiceNow documentation explicitly identifies timebased breakdowns, such as hour of day or age ranges, as appropriate use cases for Bucket Groups. Therefore, option A is the correct answer.

Question: 31

Which Breakdown should be excluded from the Historical Data Collection job configured for the indicator Number of open and overdue incidents?

A. Age
B. Location
C. Category
D. State

Answer: A

Explanation:

Historical Data Collection is intended to accurately reconstruct past indicator scores. Age-based breakdowns must be excluded because age is a time-relative value that cannot be reliably recalculated for historical points in time.

For the indicator Number of open and overdue incidents, breakdowns such as Location, Category, and State can be historically recalculated by evaluating record attributes at specific points in time. However, Age depends on the exact moment of evaluation and changes continuously, making it unsuitable for historical backfilling.

ServiceNow documentation explicitly warns against using age or duration-based breakdowns in historical data collection jobs, as they lead to inaccurate or misleading results. Therefore, option A is the correct and documented exclusion.

Question: 32

In KPI Details, what happens when an indicator is forecasted to hit a future target?

A. A new target is automatically set as an improvement of the current target

B. A comment is automatically generated
C. The KPI status is set to On Track
D. The target owner is prompted to set a new Target Review date

Answer: C

Explanation:

In KPI Details, Platform Analytics uses forecasting to predict whether an indicator is likely to meet its defined target within the specified timeframe. When the forecast shows that the indicator is expected to reach the target, the KPI status is automatically set to "On Track."
This status update helps stakeholders quickly assess performance without manual interpretation of trend lines. Platform Analytics does not automatically create new targets, generate comments, or prompt target owners to change review dates as part of the forecasting process. Those actions remain manual and governed by performance review practices. ServiceNow documentation explains that KPI status reflects the relationship between current performance, targets, and forecasted trends, making option C the correct answer.

Question: 33

What does the number of "Inserts" represent in a Job Log record?

A. The number of incidents inserted into the instance yesterday
B. The number of Performance Analytics scores stored
C. The sum of the stored scores
D. The number of Indicator Source records examined

Answer: B

Explanation:

In a Performance Analytics Job Log, the Inserts value represents the number of analytics score records written to the database during that job run. These inserts typically correspond to new indicator scores added to the Indicator Facts table.
This value does not represent business records such as incidents, nor does it indicate how many source records were evaluated. Records examined and calculations performed may be far greater than the number of inserts, as only final score results are stored. ServiceNow documentation confirms that Job Log insert counts reflect stored analytics results, making option B the correct interpretation.

Question: 34

What is the primary function of the analytics_filter_admin role in Analytics Center?

A. To create and customize advanced visualizations across analytics dashboards

B. To manage, edit, or delete any filters on dashboards and add new filters to the filter library
C. To define and implement element security permissions on Breakdown Sources
D. To oversee and validate the accuracy of analytics data presented in Breakdowns

Answer: B

Explanation:

The analytics_filter_admin role is responsible for governing dashboard filters within Analytics Center. Users with this role can create, edit, delete, and manage filters, as well as add filters to the filter library for reuse across dashboards.
This role does not control visualization design, breakdown security, or data validation. Its purpose is to ensure consistent and controlled use of filters across analytics experiences. ServiceNow documentation explicitly associates this role with filter administration, making option B the correct answer.

Question: 35

How can dashboard filters retain their values across logins and page refreshes?

A. By setting the filter as a Favorite in the user's page settings
B. By configuring the filter to apply to the entire dashboard
C. By applying session-based persistence
D. By setting the filter as a global default

Answer: C

Explanation:

Dashboard filters retain their values across page refreshes and user navigation through session-based persistence. When this option is enabled, filter selections are stored for the duration of the user's session and automatically reapplied as the user navigates or refreshes the page.
Favorites and global defaults define starting values, not persistence behavior. Applying a filter to the entire dashboard controls scope, not retention. ServiceNow documentation explains that session persistence is the mechanism that maintains filter state, making option C the correct answer.

Question: 36

Which of the following accurately describes how Formula Indicators are calculated in ServiceNow?

A. They are calculated and displayed in real time without being stored
B. They are calculated in real time but stored as temporary data
C. They are pre-calculated and stored for future use
D. They are calculated daily and stored in the main database

Answer: C

Explanation:

Formula Indicators in Platform Analytics are pre-calculated during data collection and their results are stored in the Indicator Facts table, just like automated indicators. They are not calculated in real time when a dashboard is viewed. Instead, they use the previously collected scores of their component indicators to compute a derived value at collection time.
This design ensures consistent historical analysis, predictable performance, and accurate trending. Real-time calculation would undermine historical integrity and dashboard performance, which is why ServiceNow explicitly avoids it for formula indicators. The stored results can then be reused across dashboards and reports without recalculation. ServiceNow documentation clearly states that formula indicators behave like other indicators in that they are persisted for future analysis, making option C correct.

Question: 37

Which type of Indicator allows enabling Show real-time score?

A. Scripted Automated Indicator
B. Manual Indicator
C. Formula Indicator
D. Non-scripted Automated Indicator

Answer: D

Explanation:

The Show real-time score option is available only for non-scripted Automated Indicators. These indicators are based on standard indicator sources and conditions that can be safely recalculated on demand without scripting complexity.
Scripted automated indicators and formula indicators depend on stored historical values and custom logic, which cannot be reliably recalculated in real time. Manual indicators rely on user-entered values and also do not support real-time calculation. ServiceNow documentation explicitly limits real-time scoring to non-scripted automated indicators to preserve performance and data integrity. Therefore, option D is the correct answer.

Question: 38

How many SQL queries are executed during a 30-day historical collection if all 10 indicators in the historical

collection share the same daily indicator source?

A. 300

B. 60
C. 30
D. 1

Answer: C

Explanation:

Platform Analytics optimizes historical data collection by executing one query per indicator source per day, regardless of how many indicators reference that source. If 10 indicators share the same daily indicator source, the system executes only one SQL query per day, not one per indicator. Over a 30-day historical collection period, this results in 30 SQL queries total. This optimization significantly reduces database load and improves performance. ServiceNow documentation explicitly highlights this behavior as a best-practice advantage of reusing indicator sources. Therefore, option C is the correct and documented answer.

Question: 39

What is the default Access Control for a new Indicator?

A. Visible to Just Me, Visible by All Roles is False
B. Visible to Just Me, Visible by All Roles is False, rolerequired ispa_admin
C. Visible to Everyone, Visible by All Roles is False, rolerequired is pa_admin
D. Visible to Everyone, Visible by All Roles is True

Answer: A

Explanation:

By default, a newly created Platform Analytics indicator is Visible to Just Me, and Visible by All Roles is set to False. This ensures that indicators are private to their creator until explicitly shared.
No role is required by default, and visibility must be intentionally expanded by updating the access control settings. This design supports governance and prevents incomplete or experimental indicators from being exposed prematurely. ServiceNow documentation confirms this default behavior, making option A the correct answer.

Question: 40

Which application helps to obtain insights on new and returning platform users and their navigation patterns?

A. Responsive Dashboards

B. Next Experience Dashboards
C. Platform Analytics Workspace
D. User Experience Analytics

Answer: D

Explanation:

User Experience Analytics is the application designed to analyze user behavior, including new versus returning users, session frequency, navigation paths, page views, and interaction patterns across the ServiceNow platform. It provides insights into how users engage with the platform and helps organizations optimize usability, adoption, and performance.
Responsive Dashboards and Next Experience Dashboards are visualization and UI frameworks, not behavioral analytics tools. Platform Analytics Workspace focuses on KPI monitoring and process performance, not clickstream or navigation behavior. ServiceNow documentation clearly positions User Experience Analytics as the solution for understanding how users interact with the platform, making option D the correct answer.

Question: 41

When are Additional conditions of an Indicator evaluated during Data Collection?

A. Before the Indicator Source conditions
B. When the Indicator is viewed in the Analytics Hub
C. At the same time as the Indicator Source conditions
D. After the Indicator Source conditions

Answer: D

Explanation:

During data collection, Platform Analytics first applies the Indicator Source conditions to retrieve the base dataset. Once the source data is identified, the system then evaluates the Additional conditions defined on the Indicator itself.
This separation allows indicator-specific filtering without duplicating logic in the indicator source, supporting reuse and performance optimization. Additional conditions do not run in parallel with source conditions and are not evaluated at visualization time. ServiceNow documentation explicitly explains that Indicator conditions refine the dataset after the source query executes, making option D the correct answer.

Question: 42

Which role allows for creating and configuring Indicators, Breakdowns, and managing Data Collection?

A. PA Data Collector

B. PA Admin

C. PA Contributor
D. PA Power User

Answer: B

Explanation:

The PA Admin role provides full administrative access to Platform Analytics. Users with this role can create and configure indicators, define breakdowns and breakdown sources, manage data collection jobs, activate content packs, and administer analytics security and settings.
PA Contributors typically create content within limited scopes, while PA Power Users focus on analysis and dashboards rather than core configuration. The PA Data Collector role is limited to running data collection jobs. ServiceNow documentation clearly identifies PA Admin as the role required for full analytics configuration and administration, making option B the correct answer.

Question: 43

What specifies the base table and field used to uniquely identify elements in a Breakdown Source?

A. Related List Conditions and Field Labels
B. Facts table and Sys ID field
C. Indicator Configuration and Target Value
D. Manual Indicator and Scoresheet

Answer: B

Explanation:

A Breakdown Source relies on the Facts table and a unique identifier field (typically the Sys ID) to define how breakdown elements are generated and linked to indicator scores. The Facts table specifies where the breakdown data originates, while the Sys ID field uniquely identifies each breakdown element.
Related list conditions and labels do not define uniqueness. Indicator configuration and targets are unrelated to breakdown structure. Manual indicators and scoresheets are not involved in breakdown sourcing.
ServiceNow documentation clearly states that the Facts table and unique identifier are foundational to Breakdown Source configuration, making option B the correct answer.

Question: 44

What is the purpose of using a Bucket Group?

A. To create detailed logs of all incidents and changes
B. To categorize a large number of breakdown values into a few groupings
C. To automate user role assignments
D. To manage API integrations for real-time data processing

Answer: B

Explanation:

A Bucket Group in Platform Analytics is used to group large sets of numeric or time-based values into a smaller, more meaningful number of ranges. Common examples include grouping ages into ranges (0–5 days, 6–10 days), durations into bands, or hours of the day into segments. This simplifies analysis and improves dashboard readability by reducing excessive breakdown elements.
Bucket Groups do not log incidents, manage roles, or control integrations. Instead, they support analytics by enabling structured classification of non-categorical data. ServiceNow documentation clearly positions Bucket Groups as a mechanism for transforming raw numeric or duration data into consumable breakdowns, making option B the correct answer.

Question: 45

Who is the In-Line Dashboard Editor intended for?

A. Business users
B. System administrators
C. Developers
D. External contractors

Answer: A

Explanation:

The In-Line Dashboard Editor is designed primarily for business users who need to make quick, simple adjustments to dashboards without deep technical knowledge. It allows users to edit layouts, move widgets, and make basic configuration changes directly from the dashboard view.
System administrators and developers typically use the full dashboard configuration interfaces for advanced customization, scripting, or governance. External contractors are not a defined target audience for this feature. ServiceNow documentation emphasizes that the in-line editor empowers non-technical users to personalize dashboards safely and efficiently, making option A the correct answer.

Question: 46

Which definition best describes the KPI Details application?

A. KPI Details is a content pack of predefined indicators
B. KPI Details is an exploratory view of indicators, used for more detailed analysis
C. KPI Details is a content pack of predefined reports for Performance Analytics
D. KPI Details is the set of statistics shown on the Analytics Hub view of an indicator

Answer: B

Explanation:

The KPI Details application provides an exploratory, in-depth view of individual indicators. It allows users to analyze trends, targets, forecasts, breakdowns, and historical performance beyond what is shown in high-level dashboards.
KPI Details is not a content pack and does not consist of predefined reports. While Analytics Hub displays summary KPI information, KPI Details is a dedicated application for deeper investigation and performance review. ServiceNow documentation clearly describes KPI Details as a drill-down analysis tool, making option B the correct answer.

Question: 47

Choose 2 options.
Which types of calendars are supported on an Indicator Source?

A. Fiscal Calendar
B. Standard Calendar
C. Resource Calendar
D. Docket Calendar
E. Custom Calendar

Answer: BE

Explanation:

Indicator Sources in Platform Analytics support Standard calendars and Custom calendars to control how data collection aligns with business time definitions. The Standard Calendar uses regular system time, while Custom Calendars allow organizations to define business-specific working days, holidays, and schedules.
Fiscal calendars are used for financial reporting but are not supported directly by Indicator Sources.
Resource and Docket calendars are unrelated to analytics collection. ServiceNow documentation explicitly states that Indicator Sources rely on standard or custom calendars for accurate time-based aggregation, making options B and E the correct answers.

Question: 48

What is a Breakdown?

A. It is a source table for categorization data
B. It is a choice list of possible attribute values
C. It is the ability to group or filter report data
D. It is the ability to group or filter indicator scores

Answer: D

Explanation:

In Platform Analytics, a Breakdown is used to group or filter indicator scores based on specific attributes, such as priority, category, assignment group, or age ranges. Breakdowns allow users to analyze how different segments contribute to overall performance and to compare trends across those segments over time. Breakdowns operate on indicator scores, not on raw report data. While reports can also be grouped or filtered, that functionality is separate from Performance Analytics. A Breakdown does not define the source table itself (that is the role of the Breakdown Source), nor is it merely a choice list. ServiceNow documentation clearly defines Breakdowns as a core analytics concept used to slice indicator data for deeper performance insight, making option D the correct answer.

Question: 49

How many queries are performed against the database when a Daily Data Collection job is executed?

A. One for each indicator type
B. One for each indicator source
C. One for each indicator frequency
D. One for each automated indicator

Answer: B

Explanation:

During a Daily Data Collection job, Platform Analytics executes one database query per Indicator Source, not per indicator. Multiple indicators can reference the same indicator source, allowing the platform to reuse the result set and calculate multiple scores from a single query.
This design is a key performance optimization in Platform Analytics. Executing queries per indicator would significantly increase database load, especially in large implementations. ServiceNow documentation explicitly states that indicator sources are the unit of data retrieval during collection, making option B the correct and documented answer.

Question: 50

How can a Breakdown be applied to multiple Indicators based on different Facts tables?

A. Configure the indicators to use the same indicator source
B. Create a separate breakdown record for each indicator facts table
C. Create a mapping script to define the relationship between the indicator facts tables and the breakdown source
D. Create a separate breakdown mapping for each indicator facts table

Answer: D

Explanation:

A single Breakdown can be reused across multiple indicators—even when those indicators are based on different facts tables—by creating a separate Breakdown Mapping for each indicator facts table. The

Breakdown defines what is being analyzed, while the Breakdown Mapping defines how the indicator facts relate to the breakdown source. Because different facts tables may store data differently, each requires its own mapping configuration. A scripted mapping is only required when no direct relationship exists, not simply because facts tables differ. ServiceNow documentation clearly states that reuse across facts tables is achieved through multiple mappings, making option D the correct answer.

Question: 51

Where are Next Experience Dashboards and Data Visualizations created?

A. In Reports Administration
B. In Analytics Administration
C. In the Analytics Hub
D. In the Analytics Center

Answer: D

Explanation:

Analytics Center is the workspace used to create and manage Next Experience Dashboards and Data Visualizations. It provides a unified interface for building modern, interactive analytics experiences, including metric visualizations, time series, breakdown views, and dashboards.
Analytics Hub is primarily used for viewing and exploring existing analytics, not creating them. Reports Administration and Analytics Administration serve different purposes and do not support Next Experience dashboard creation. ServiceNow documentation explicitly identifies Analytics Center as the creation and management environment for Next Experience analytics content, making option D the correct answer.

Question: 52

An Indicator stores the value 7423.3.
If the Precision is set to 0, what is displayed in a Score widget?

A. 7k
B. 7000
C. 7423.3
D. 7423

Answer: A

Explanation:

In ServiceNow Platform Analytics, the Precision setting controls how numeric values are rounded and abbreviated when displayed in Score widgets. When Precision is set to 0, the platform displays values using compact notation (such as k for thousands or M for millions) with no decimal places.
For a stored value of 7423.3, Precision 0 causes the value to be rounded to the nearest thousand and displayed

as 7k. Platform Analytics does not display the full raw number unless compact notation is disabled or precision is increased. Option B (7000) and option D (7423) represent numeric rounding but not the compact display format used by score widgets. Option C is incorrect because Precision 0 explicitly removes decimals and applies abbreviation.

ServiceNow documentation confirms that score widgets use precision-based compact formatting, making 7k the correct displayed value when Precision is set to 0.

Question: 53

Which definition describes the functionality of a Formula Indicator?

A. A Formula Indicator is needed anytime you need to calculate an aggregate
B. A Formula Indicator can use up to 5 Automated Indicators
C. The Formula Indicator score is calculated when the Formula Indicator is viewed
D. A Formula Indicator can reference the Indicator Threshold value

Answer: B

Explanation:

A Formula Indicator in ServiceNow Platform Analytics allows you to calculate a derived score using up to five other indicators (automated or manual) through a mathematical expression. These component indicators must already exist and have collected data.

Formula Indicators are not calculated at view time; instead, they are pre-calculated during data collection and stored like other indicator scores. This ensures consistent historical trending and optimal dashboard performance. Aggregates such as count or sum are handled by automated indicators, not formula indicators. Formula indicators also cannot reference indicator threshold values, as thresholds are used only for KPI status evaluation and visualization, not for calculations. ServiceNow documentation clearly states the five-indicator limit and emphasizes that Formula Indicators are meant for derived metrics, such as percentages, ratios, or normalized scores, making option B the only correct definition.

Question: 54

What functionality lets you visualize indicator data over time in units representing periods such as year, quarter, and similar fiscal periods?

A. Gregorian Calendars
B. Fiscal Calendars
C. Timecard Calendars
D. Business Calendars

Answer: B

Explanation:

Fiscal Calendars allow Platform Analytics to aggregate and visualize indicator data using fiscal periods such as fiscal years, quarters, and accounting periods. This is essential for organizations that do not follow standard calendar years for reporting and performance measurement.
Gregorian calendars use standard date boundaries, while Business Calendars define working and non-working time for duration calculations. Timecard calendars are unrelated to analytics aggregation. ServiceNow documentation clearly states that fiscal period-based analysis is enabled through Fiscal Calendars, making option B the correct answer.

Question: 55

Which role allows for creating Indicators and Dashboards but not managing Data Collection jobs or Indicator Sources?

A. PA Admin
B. PA Contributor
C. PA Data Collector
D. PA Power User

Answer: B

Explanation:

The PA Contributor role is designed for users who create and configure Indicators, Breakdowns, and Dashboards, but who should not have administrative control over data collection jobs, indicator sources, or system-level analytics settings.
PA Admin has full control, including job and source management. PA Data Collector is focused on executing collection jobs only. PA Power User is primarily for analysis and dashboard consumption rather than content creation. ServiceNow documentation defines PA Contributor as the correct role for content creation without administrative privileges, making option B correct.

Question: 56

An Indicator stores the value 42502.

If the Precision is set to 2, what is displayed in a Score widget?

A. 42502
B. 4.25k
C. 4,250.20
D. 42,502.00

Answer: B

Explanation:

In Platform Analytics score widgets, the Precision setting controls how numeric values are abbreviated and

rounded for display. When precision is set to 2, large numbers are displayed using compact notation (such as k for thousands) with two significant digits.
A stored value of 42,502 is therefore displayed as 4.25k, improving readability while preserving meaningful precision. Full numeric formatting or fixed decimal display is not the default behavior for score widgets. ServiceNow documentation confirms that precision affects abbreviated score presentation, making option B the correct answer.

Question: 57

What can you do in the Dashboards module of the Analytics Center?

A. Create, delete, and view Next Experience dashboards
B. Only share and view Next Experience dashboards
C. Only create and view Next Experience dashboards
D. Create, update, certify, share, and view Next Experience dashboards

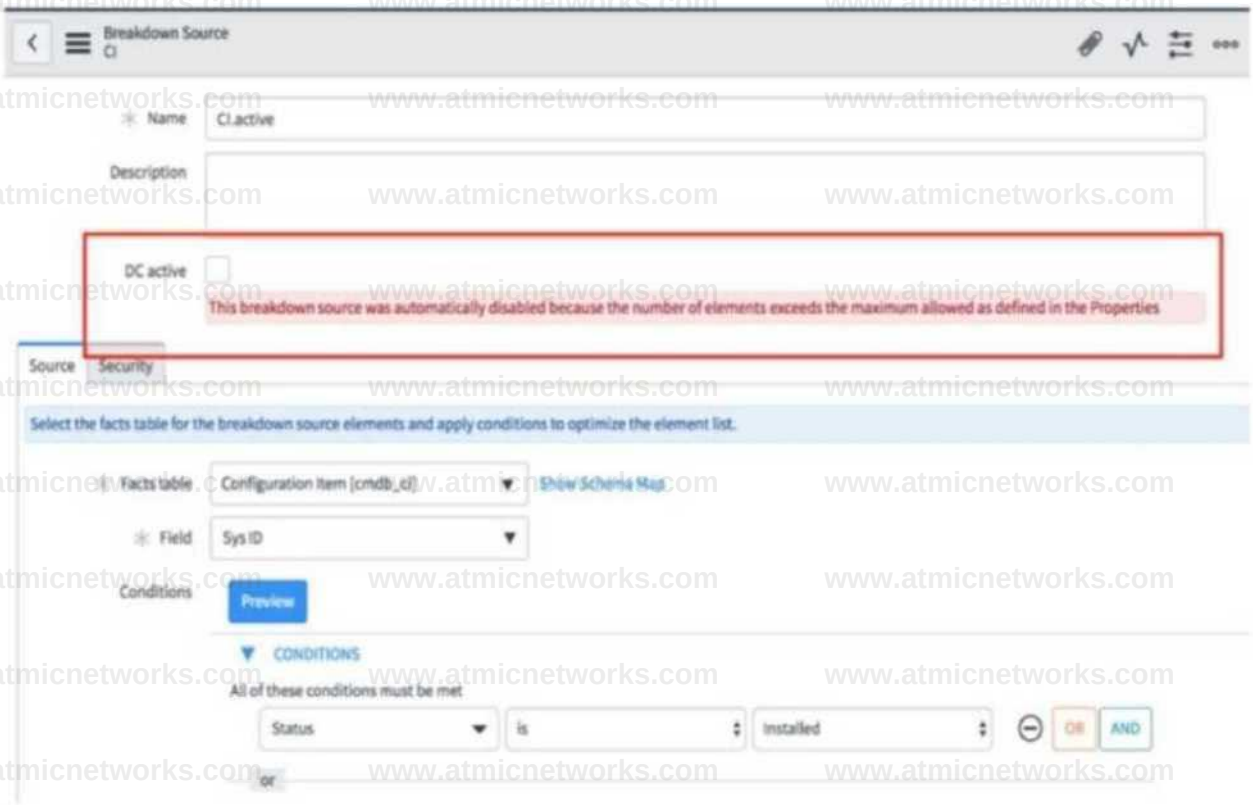
Answer: D

Explanation:

The Dashboards module in Analytics Center provides full lifecycle management for Next Experience Dashboards. Users with appropriate permissions can create, update, certify, share, and view dashboards from this module.
Certification is an important governance feature that marks dashboards as trusted and productionready. Sharing controls access, while update and creation enable continuous improvement. Viewing alone is insufficient for analytics governance. ServiceNow documentation clearly defines the Dashboards module as the central place for full dashboard management, making option D the correct answer.

Question: 58

You see this error in a Breakdown Source:



Which action resolves the issue?

A. Enable DC active. Modify system properties to increase the maximum number of breakdown elements that can be included in data collection.

B. Enable DC active. Nothing more is required.

C. Delete and recreate the Breakdown Source.

D. Enable DC active. Modify the Breakdown Source conditions to reduce the returned elements list below the system property setting.

Answer: D

Explanation:

In ServiceNow Platform Analytics, a Breakdown Source is automatically disabled when the number of generated breakdown elements exceeds the maximum element limit defined in system properties (for example, properties controlling the maximum allowed breakdown elements during data collection). This safeguard exists to protect system performance and prevent excessive storage and processing during data collection jobs.

When this error occurs, the recommended and documented resolution is not to increase the system property arbitrarily. Increasing the global limit can negatively impact performance across all analytics workloads and is discouraged unless there is a strong architectural justification.

Instead, ServiceNow best practice is to refine the Breakdown Source conditions—for example, by adding filters, narrowing scope, or excluding unnecessary records—so that the number of returned elements falls below the configured system threshold. Once the conditions are optimized, you can safely re-enable DC active, and the breakdown will participate in data collection successfully.

Simply re-enabling DC active without reducing elements will cause the breakdown to be disabled

again, and deleting/recreating the source does not address the root cause. Therefore, option D is the correct and fully supported resolution according to ServiceNow Platform Analytics documentation and best practices.

Question: 59

What determines the color of the score in a Score widget?

A. Relationship to the target and the Direction setting of the Indicator
B. Chart color defined for the base table
C. Field styles on the field used to calculate the Indicator
D. Widget settings

Answer: A

Explanation:

In ServiceNow Platform Analytics, the color of the score displayed in a Score widget is determined by the Indicator's relationship to its target in combination with the Direction setting (Maximize or Minimize) of the Indicator. This behavior is part of the KPI evaluation logic and is consistent across dashboards and KPI Details.

When an indicator has a defined target, Platform Analytics compares the current score against that target. Based on whether the indicator is configured to maximize (higher is better) or minimize

(lower is better), the platform automatically assigns a visual status—such as green (on track), yellow (warning), or red (off track). This status directly controls the color of the score value shown in the widget.
Chart colors, field styles, or widget-specific settings do not influence the score color. Those options may affect line charts or visual styling, but not KPI status coloring. ServiceNow documentation clearly states that KPI status and score coloring are driven by target evaluation logic, making option A the correct and verified answer.

Question: 60

Choose 2 options.
Which formula is syntactically CORRECT in ServiceNow Performance Analytics, assuming that all Indicator names are valid?

A. ((Number of new critical incidents)) / ((Number of new incidents)) * 100
B. 100 - {Average resolution time of resolved incidents} - 17.5 / 17.5 * 100
C. 100 - ((([Average resolution time of resolved incidents] - 17.5) / 17.5) * 100)
D. [Number of new incidents] / [Number of new incidents] * 100
E. [[Number of new incidents]] / ({Number of new incidents)} * 100

Answer: C D

Explanation:

In Performance Analytics Formula Indicators, indicator references must follow strict syntax rules:
Indicator names must be enclosed in single square brackets:
[Indicator name]
Mathematical operators must be valid
Parentheses must be properly paired
Curly braces { } and double square brackets [[ ]] are not valid for indicator references
Let's evaluate each option:
Option A – Incorrect
Uses indicator names without square brackets, which is invalid syntax.
Option B – Incorrect
Uses curly braces { }, which are not supported for indicator references, and also has ambiguous operator precedence.
Option C – Correct
Uses proper single square brackets, valid arithmetic operators, and correctly nested parentheses.
This is a common and documented formula pattern for calculating percentage improvement against a baseline.
Option D – Correct
Uses valid square-bracket indicator references and proper arithmetic. Even though it is logically redundant, it is syntactically valid, which is what the question asks.
Option E – Incorrect
Uses double square brackets and mismatched braces {), which is invalid syntax.