ServiceNow
Micro Certification – Performance Analytics
Exam Specification

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Introduction
The ServiceNow Performance Analytics Micro Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to accomplish the Performance Analytics Micro Certification.

Exam Purpose
The Performance Analytics Micro Certification exam certifies that a successful candidate has the skills and essential knowledge to contribute to the setup, configuration, and maintenance of the Performance Analytics application.

Exam Audience
The Performance Analytics Micro Certification exam is available to ServiceNow customers, partners, and employees.

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 Performance Analytics Micro Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Performance Analytics Fundamentals or Performance Analytics Essentials * Upon completion of either training course the candidate will be able to register for the Performance Analytics Micro Certification exam.

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 Community login)

Additional Recommended Experience
• Three (3) months field experience participating in ServiceNow Performance Analytics deployment projects or maintaining ServiceNow instances
• General familiarity with industry terminology, acronyms, and initialisms

Exam Scope
The following table shows the topics on the exam and their weightings.

<table>
<thead>
<tr>
<th>Exam Topics</th>
<th>Percent of Exam</th>
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<tbody>
<tr>
<td>Performance Analytics Architecture</td>
<td>30%</td>
</tr>
<tr>
<td>Performance Analytics Deployment</td>
<td>20%</td>
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<tr>
<td>Performance Analytics Metrics and KPIs</td>
<td>25%</td>
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<tr>
<td>Performance Analytics Visualizations</td>
<td>25%</td>
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Exam Registration
Each candidate must register for the exam via Now Learning after successfully completing the Performance Analytics Micro Certification prerequisite training path. The exam is available directly through Now Learning as a non-proctored, 60-minute exam.

Exam Structure
The exam consists of approximately (15) 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 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
A candidate is allowed up to three retakes for a Micro Certification. Failing a Micro Certification exam four times will require you to re-complete the required paired training content. There will be a 24-hour waiting period after each failed attempt to ensure you have the proper time to prepare.

Sample Question(s)

Sample Item #1:
Identify the Performance Analytics object used to define and configure a measurable KPI.

A. Widget  
B. Scorecard  
C. Dashboard  
D. Indicator  
E. Report

Answer: D

Sample Item #2:
Select all valid Performance Analytics roles.

A. pa_metric  
B. pa_admin  
C. pa_viewer  
D. pa_power_user  
E. pa_target  
F. pa_data_admin

Answers: B, C, D