

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

DRAG DROP

Drag and drop the CMDB Health Dashboard metric to the description.

Audit		CMDB records that represent the same physical or logical asset multiple times
Duplicate		
Orphan		Fields necessary to create or update a CI record in the CMDB
Recommended		CMDB records that no longer maintain their logical or physical relationships with other CIs
Required		CMDB records that are no longer actively updated, but remain stored in the database
Stale		Fields that support the accuracy, completeness, and usability of CI records in the CMDB
		Actual values of specified fields are compared to the expected values defined in a template

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Audit		
Duplicate	Duplicate	CMDB records that represent the same physical or logical asset multiple times
Orphan	Required	Fields necessary to create or update a CI record in the CMDB
Recommended	Orphan	CMDB records that no longer maintain their logical or physical relationships with other CIs
Required	Stale	CMDB records that are no longer actively updated, but remain stored in the database
Stale	Recommended	Fields that support the accuracy, completeness, and usability of CI records in the CMDB
	Audit	Actual values of specified fields are compared to the expected values defined in a template

NEW QUESTION 2

A Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team ensures that the Change Group field is populated for all managed CIs. As a result, which base system field on the Change form will be automatically populated after selecting a CI?

- A. Change Group
- B. Assignment Group
- C. Managed by Group
- D. Approval Group

Answer: A

NEW QUESTION 3

DRAG DROP

Drag and drop the application service type to the best description.

Dynamic CI Group

Service Mapping (Connection Sugg

Service Mapping (Top-down)

Tag-Based

Answer Area

Recommended for mission-critical application services that require a precise approach using patterns

Best fit to map cloud-native, container-based, or virtual machine environments

Answer Area

Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner

Ideal for small application services that can be easily grouped using filters and CMDB queries

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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NEW QUESTION 4

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, such as the CI reference field on an Incident form. Where does the CMDB Administrator designate Principal Classes?

- A. CMDB Workspace
- B. CI Class Manager
- C. System Properties
- D. CMDB Data Manager

Answer: B

NEW QUESTION 5

The Apache Web Server Identification Rule is configured with the following criterion attributes:
Class Configuration file Version

Identifier Entry
sys_class_name,config_file,version

* Identifier

* Search on table

* Criterion attributes
Class, Configuration file, Version

Priority

Optional condition

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping. Today, the application owner upgraded Apache to a different version and reran discovery of the service.
What will happen in the CMDB?

- A. The existing Apache Web Server CI will be reconciled and its version will be updated.
- B. A new Apache Web Server CI is created.
- C. The Apache Web Server CI will be reclassified as a Web Server CI.
- D. A duplication error will occur.

Answer: B

NEW QUESTION 6

A CMDB Administrator wants to run the Services Have Owners Identified playbook to remediate the issues shown in the CMDB Data Foundations Dashboard.
Which remediation plays would be used? (Choose two.)

- A. Govern Data
- B. Analyze Data
- C. Fix Data
- D. Report Data

Answer: BC

NEW QUESTION 7

A Data Center Manager is working with the CMDB CI Class Manager to define the relationship between Application Servers and the Applications they host. The company has multiple Application Servers that host one or more Applications.
Which describes the relationship between the Application Server table and the Application table?

- A. Many-to-many
- B. Many-to-one
- C. One-to-one
- D. One-to-many

Answer: A

NEW QUESTION 8

A CMDB Administrator is reviewing the health of the CMDB and notices a large percentage of the Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and would like to resolve the issue in a timely manner.
What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A. CSDM Now Create Playbooks
- B. CMDB Health Dashboard Playbooks
- C. CMDB Data Foundations Dashboard Playbooks
- D. CSDM Data Foundations Dashboard Playbooks

Answer: C

NEW QUESTION 9

A CMDB Administrator wants to create a CMDB query to find all databases located in Seattle that are connected to application services. They also want to include incidents related to those databases.
Which actions should be taken to build this query?

- A. Add to the canvas the Incident table from the Non-CMDB Tables list
- B. Add property columns to the Application Service node
- C. Add a filter to the Database node for Location = Seattle

D. Set the relationship level to up to 2nd-level relationships

Answer: AC

NEW QUESTION 10

A Configuration Manager has configured multiple data sources that are all authorized to update the same class and the same set of class attributes in the CMDB. What can the Configuration Manager do to control which data source should be the authoritative source of truth for a specific class or set of class attributes?

- A. Assign a priority to each data source in reconciliation rules
- B. Manually run the data source updates in the correct order
- C. Configure data refresh rules with a specific time period
- D. Assign a run order to each data source in the identification rules

Answer: A

NEW QUESTION 10

DRAG DROP

Some steps need to be taken to transition from using legacy CMDB status attributes to CSDM lifecycle objects. Drag and drop the objects / attributes to the correct descriptions.

life_cycle_stage_status

life_cycle_object

life_cycle_mapping

life_cycle_stage

Answer Area

This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.

This is a record attribute that reflects a meta-level state of the rec life cycle.

This is a record attribute that reflects a sub-level state of the reco life cycle.

This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

life_cycle_stage_status

life_cycle_object

life_cycle_mapping

life_cycle_stage

Answer Area

life_cycle_mapping

life_cycle_stage

life_cycle_stage_status

life_cycle_object

This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.

This is a record attribute that reflects a meta-level state of the rec life cycle.

This is a record attribute that reflects a sub-level state of the reco life cycle.

This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

NEW QUESTION 13

A CMDB Administrator is reviewing the CMDB and notices that many Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and wants to resolve the issue quickly. What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A. CMDB Data Foundations Dashboard Playbooks
- B. CSDM Data Foundations Dashboard Playbooks
- C. CMDB Health Dashboard Playbooks
- D. CSDM Now Create Playbooks

Answer: A

NEW QUESTION 15

Which default user groups are available when setting up a CMDB Data Manager policy and specifying the task assignment with the Assignment type set to ??User Group Field??? (Choose 2 options)

- A. Owned by Group
- B. Support Group
- C. Managed By Group

D. Assignment Group

Answer: CD

NEW QUESTION 20

Which are values of CMDB?

- A. Strengthening operational resiliency
- B. Streamlining Incident and Change Management
- C. Automating maintenance for CI relationships
- D. Collecting and managing financial data

Answer: AB

NEW QUESTION 25

When integrating data into the CMDB using Import Sets and Transform Maps, which type of script is added to ensure the data is processed through the Identification and Reconciliation Engine (IRE)?

- A. onBefore
- B. onComplete
- C. onAfter
- D. onStart

Answer: C

NEW QUESTION 29

The CMDB Configuration Manager is using the CI Class Manager to define group ownership of CI classes and needs to leverage the ownership value specified in the CI Class Manager.

When creating a CMDB Data Manager policy, which group reference field should be set?

- A. Approval Group
- B. Managed By Group
- C. Support Group
- D. Change Group

Answer: B

NEW QUESTION 34

Where can a CMDB 360 / Multisource CMDB Saved Query be viewed and created in the CMDB Workspace?

- A. Coverage window on the CMDB 360 tab
- B. Saved queries window on the Insights tab
- C. CMDB Query Builder
- D. Saved queries window on the CMDB 360 tab

Answer: D

NEW QUESTION 39

The Configuration Management team wants to confirm that all servers in the CMDB actually exist in the data center. Which CMDB Data Manager policy type would the team create? (Choose 1 option)

- A. Certification
- B. Delete
- C. Archive
- D. Retire
- E. Attestation

Answer: E

NEW QUESTION 44

A CMDB Administrator wants to improve data quality related to the CSDM. Which action should the Administrator take to meet this goal?

- A. Use the CSDM Data Foundations Dashboard
- B. Start the ServiceNow Health Scan
- C. Use the default configured CMDB Health Dashboard

Answer: A

NEW QUESTION 48

Where can an administrator perform Natural Language Queries (NLQ)?

- A. CMDB Health Dashboard
- B. CMDB Workspace
- C. CI Class Manager
- D. CMDB Data Manager

Answer: B

NEW QUESTION 53

With CMDB 360 / Multisource CMDB, Dynamic Reconciliation Rules are enabled. Based on management requirements, a CMDB Administrator needs to configure multiple Dynamic Reconciliation Rules.

Which are available Dynamic Rule Types within the Create Reconciliation Rule wizard? (Choose 2 options)

- A. Smallest Value
- B. Most Reported
- C. Last Updated
- D. Last Created

Answer: BC

NEW QUESTION 56

A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provide Duplicate CI, Orphan CI, and Stale CI metrics.

Which scorecard provides this information on the CMDB Health Dashboard?

- A. Correctness
- B. Compliance
- C. Completeness

Answer: B

NEW QUESTION 60

What is the difference between Data Certification and Attestation policies when managing a CI?

- A. Attestation requires correcting specific attributes of a CI, while Data Certification tracks acknowledgement the CI still exists
- B. Attestation can be scheduled, while Data Certification cannot be scheduled
- C. Attestation can be assigned to a group or an individual, while Data Certification can only be assigned to an individual
- D. Attestation tracks acknowledgement the CI still exists, while Data Certification requires validating specific attributes of a CI

Answer: D

NEW QUESTION 62

A Configuration Management Process Owner is preparing solution options for presentation to technical governance for ingesting custom CIs into the CMDB. The solution must align with best practices, minimize future technical debt, and ensure upgrade compliance.

Which solutions accomplish this?

- A. Repurposing a base CI class and renaming attributes as required
- B. Installing or upgrading the CMDB CI Class Models Store application to find a suitable existing CI class accommodating any new attributes
- C. Extending the existing Asset class table to custom CI class attributes
- D. Extending an existing CI class table to accommodate the custom CI class attributes

Answer: BD

NEW QUESTION 67

A ServiceNow Administrator wants to implement Sen/ice Graph Connectors to provide integrations to many third-party solutions that the company wants integrated into the CMDB

Which categories of connectors are available to the Administrator"?

- A. Cloud
- B. Observability
- C. DevOps
- D. Workflow Automation

Answer: AB

NEW QUESTION 71

What is the value of using the CMDB in security operations? (Choose Two)

- A. Allows the security team to assess and remediate an incident
- B. Auto-resolves a vulnerability
- C. Enables audits and attestations across CIs
- D. Identifies the IT infrastructure with a vulnerability

Answer: AD

NEW QUESTION 75

A CMDB Configuration Manager is reviewing the metrics on the CMDB Health Dashboard – Correctness Scorecard for the Server class, which consists of 60,000 servers in the CMDB.

For the Duplicate metric, it shows Healthy CIs / Evaluated = 59,000 / 60,000 For the Orphan metric, it shows Healthy CIs / Evaluated = 45,000 / 50,000

Which configuration explains the difference in the scope of Server CIs evaluated (60,000 vs 50,000) between the two metrics?

- A. The Orphan metric has a CMDB Group configured for the Server class
- B. The Orphan metric has a Health Inclusion rule configured for the Server class
- C. The Duplicate metric has a Health Inclusion rule configured for the Server class
- D. The Duplicate metric has a CMDB Group configured for the Server class

Answer: B

NEW QUESTION 80

The CMDB Administrator group aims to display meaningful results on the CMDB Health Dashboard – Compliance Scorecard for server records that are not on the latest patch.

What must be configured to achieve this goal?

- A. Certification Filter, Certification Template, Audit
- B. Technical Service Offerings, Dynamic CI Groups, CMDB Groups
- C. Stale, Orphan, Duplicate
- D. Certification Policies, Data Filters, Scheduled Jobs

Answer: D

NEW QUESTION 83

The CMDB Configuration Management team wants to manage de-duplication tasks generated from data ingested into the CMDB via the Identification and Reconciliation Engine (IRE).

In which area of the CMDB Workspace can they locate these de-duplication tasks?

- A. Important actions tile under the Home tab
- B. CMDB feature adoption tile under the Insights tab
- C. Total status under the My Work tab

Answer: C

NEW QUESTION 84

A Configuration Manager wants to use the Unified Map. Where would it be accessed?

- A. CMDB Workspace
- B. CI Class Manager
- C. CMDB Data Manager

Answer: A

NEW QUESTION 86

An organization is changing data centers and needs to know the consequences of the planned changes. How can Application Service Mapping be used as part of Change Management?

- A. To identify which devices will go offline first
- B. To understand the business impact of CIs
- C. To understand the physical location of CIs

Answer: B

NEW QUESTION 89

A CMDB Administrator needs to import external data into the CMDB. To reduce the risk of creating duplicates and prevent updates from unauthorized sources, it must be ensured that the Identification and Reconciliation Engine (IRE) is not bypassed.

What is the recommended method to import data into the CMDB utilizing the Identification and Reconciliation API?

- A. IntegrationHub ETL
- B. Table API (REST API or SOAP API)
- C. Import Sets and Transform Maps

Answer: A

NEW QUESTION 91

A CMDB Administrator identifies duplicate CIs. One was created by a manual import, and the other was created by automated discovery. The discovered CI has the latest IP address, while the manually imported CI has an accurate relationship to a critical business application.

How does the Administrator use the Duplicate CI Remediator to resolve this issue?

- A. Merge the two CIs automatically, retaining all attributes from the discovered CI
- B. Retain the manually imported CI and delete the discovered CI
- C. Retain the discovered CI, but merge the relationship from the manually imported CI
- D. Retain the discovered CI and delete the manually imported CI

Answer: C

NEW QUESTION 96

Which type of CMDB Data Manager policy creates tasks that allow the assigned individual to update fields on the CI record?

- A. Audit
- B. Certification
- C. Attestation
- D. Compliance

Answer: B

NEW QUESTION 101

A Configuration Manager needs to leverage a policy type to automate the creation and assignment of tasks to validate the existence of CIs. Which policy type should be used to accomplish this goal?

- A. Certification
- B. Delete
- C. Retire
- D. Attestation

Answer: D

NEW QUESTION 102

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