

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

A CMDB Administrator has installed a Service Graph Connector and customized a script transform. What will happen on subsequent upgrades if the default definition of the script transform is updated?

- A. The upgrade stops and reports an error
- B. A skipped change is created and no change is made to the script transform definition
- C. The Service Graph Connector upgrade refuses to start

Answer: B

NEW QUESTION 2

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

NEW QUESTION 3

A CMDB Administrator needs to create a new CI class for an Internet of Things (IoT) Sensor in ServiceNow. What are the recommended practices for this activity?

- A. Delete an unused class and replace it with the new one
- B. Install or update the CMDB CI Class Models Store application and verify the class does not already exist
- C. Add a new class under an appropriate parent class
- D. Modify an existing class

Answer: BC

NEW QUESTION 4

A CMDB Administrator is evaluating whether to monitor the metrics provided on the CMDB Data Foundations Dashboard. Which benefits support the decision to continually monitor the results on this dashboard?

- A. Provides a list of all CIs that failed health audits
- B. Provides metrics on active CIs updated in the last 90 days
- C. Provides metrics for CIs processed by the Identification and Reconciliation Engine (IRE)
- D. Reports on all orphan CIs in the CMDB

Answer: BC

NEW QUESTION 5

A CMDB Administrator would like to minimize stale CIs in the CMDB. Which CMDB Health Dashboard scorecard displays this information?

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

Answer: C

NEW QUESTION 6

DRAG DROP

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

<ul style="list-style-type: none"> Dynamic CI Group Service Mapping (Connection Sugg Service Mapping (Top-down) Tag-Based 	<p>Answer Area</p> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div>	<p>Recommended for mission-critical application services that require a precise approach using patterns</p> <p>Best fit to map cloud-native, container-based, or virtual machine environments</p>
	<p>Answer Area</p> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div>	<p>Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner</p> <p>Ideal for small application services that can be easily grouped using filters and CMDB queries</p>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

<ul style="list-style-type: none"> Dynamic CI Group Service Mapping (Connection Sugg Service Mapping (Top-down) Tag-Based 	<p>Answer Area</p> <div style="border: 2px dashed red; padding: 5px; margin-bottom: 5px;">Service Mapping (Top-down)</div> <div style="border: 2px dashed red; padding: 5px; margin-bottom: 5px;">Tag-Based</div>	<p>Recommended for mission-critical application services that require a precise approach using patterns</p> <p>Best fit to map cloud-native, container-based, or virtual machine environments</p>
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NEW QUESTION 7

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 8

Which ServiceNow solutions create automatic relationships?

- A. IntegrationHub ETL
- B. Service Mapping
- C. Discovery
- D. Workflow Studio

Answer: BC

NEW QUESTION 9

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

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 10

The Incident Process Owner asks which classes of CSDM are used on the Incident form. Which classes are appropriate?

- A. Application Service
- B. Business Application
- C. Service Offering
- D. Service Portfolio

Answer: AC

NEW QUESTION 14

DRAG DROP

A CMDB Administrator needs to set up CMDB 360/Multisource CMDB Drag and drop the system property to the functionality Some options may not apply.

Enables logging for CMDB 360	Answer Area <div style="border: 1px dashed gray; height: 100px; width: 150px; margin: 0 auto;"></div>	<code>glide.identification_engine.multisource_enabled</code>
Enables capturing CMDB 360 data for CIs from non-CMDB classes		<code>glide.identification_engine.multisource_cmdb_ci_enabled</code>
Enables CMDB 360		<code>glide.cmdb.logger.source.cmdb_multisource</code>
Enables capturing CMDB 360 data for CIs from CMDB classes		<code>glide.identification_engine.multisource.recompute.max.ci.limit</code>
Maximum number of CIs that can be included in a CMDB 360 recompute operation		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

- Enables logging for CMDB 360
- Enables capturing CMDB 360 data for CIs from non-CMDB classes
- Enables CMDB 360
- Enables capturing CMDB 360 data for CIs from CMDB classes
- Maximum number of CIs that can be included in a CMDB 360 recompute operation

Answer Area

- Enables CMDB 360
- Enables capturing CMDB 360 data for CIs from CMDB classes
- Enables logging for CMDB 360
- Maximum number of CIs that can be included in a CMDB 360 recompute operation

glide.identification_engine.multisource_enabled
 glide.identification_engine.multisource_cmdb_ci_enabled
 glide.cmdb.logger_source.cmdb_multisource
 glide.identification_engine.multisource.recompute.max.ci.limit

NEW QUESTION 17

User endpoint devices are imported into the CMDB and populate the Assigned to [assigned_to] field on the Computer [cmdb_ci_computer] CI. The Asset team requests that Configuration Analysts populate the Assigned to field on the related Asset. What action does a Configuration Analyst take to achieve this in an automated way?

- A. Hide the ??Assigned to?? field on the asset record and create a new field that dot-walks to the related CI to get the ??Assigned to?? value
- B. Configure a business rule on the computer table to use a script to populate the ??Assigned to?? field on the asset based on insert or update in the computer class ??Assigned to?? field
- C. Use the Asset CI Field Mapping module to create a new rule to replicate the ??Assigned to?? value between the asset and associated CI

Answer: C

NEW QUESTION 18

A CMDB Administrator wants to remove all Linux Servers in the organization that have not been updated in six months. Which recommended action should the Administrator take in Data Foundations?

- A. Create a business rule
- B. Create an archive policy
- C. Create a scheduled job

Answer: B

NEW QUESTION 19

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 22

DRAG DROP

A new ServiceNow customer is assembling a Configuration Management team to support their CMDB. Drag each role to its corresponding job description.

- CI Analyst
- CMDB Process Owner
- Configuration Manager/CMDB Admin
- Service or Product Owner

Answer Area

-
-
-
-

Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards

Accountable for managing all elements that make up a portfolio throughout their entire lifecycle

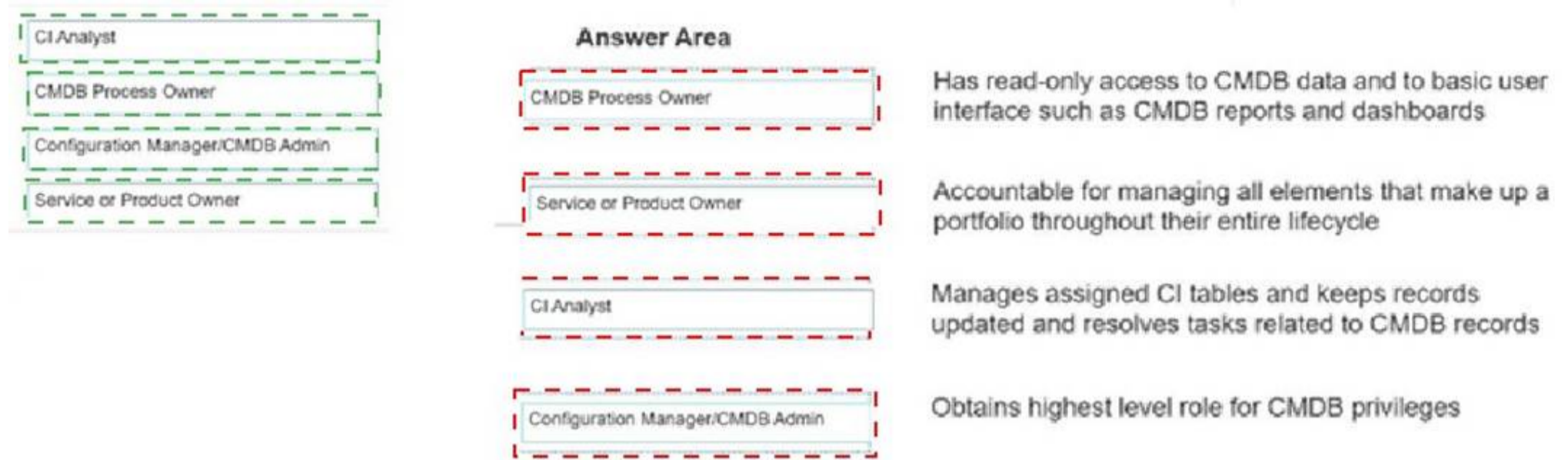
Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records

Obtains highest level role for CMDB privileges

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 25

A CMDB Manager wants to improve data quality using the CMDB Health Dashboard. What needs to happen to generate CMDB health scores?

- A. The scheduled jobs for the CMDB Health Dashboard must be activated
- B. Nothing, CMDB health scores are calculated by default
- C. The plugin, CMDB health calculation, needs to be installed

Answer: A

NEW QUESTION 28

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 32

A ServiceNow Administrator wants to implement Service 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 33

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources. The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources. The company currently does not have the ITOM Discovery license required for CMDB 360 / Multisource CMDB. What can the Data Owner do in this case?

- A. ITOM Discovery must be purchased to take advantage of multisource IRE rules
- B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled
- C. CMDB 360 / Multisource is a platform product that can be used immediately

Answer: B

NEW QUESTION 36

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 40

A CMDB Administrator needs to identify which attributes have been created specifically for the Windows Server class. Which tab in the Attributes section is used?

- A. Child
- B. Added
- C. All
- D. Derived

Answer: B

NEW QUESTION 42

According to the Common Service Data Model (CSDM), a server team is requesting a catalog item be created for infrastructure requests. Which role is involved in initiating the request and defining requirements?

- A. Application Service Owners
- B. Technology Service Owners
- C. Enterprise Architect

Answer: B

NEW QUESTION 47

A Service Owner is using Unified Map to understand the composition of a service but wants to filter irrelevant information. Which options are available to the Service Owner from the filter panel? (Choose 2 options)

- A. CI type
- B. Discovery source
- C. Managed by group
- D. Business criticality

Answer: AD

NEW QUESTION 52

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 57

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, for example the CI reference fields accessible from an Incident form.

Where does the CMDB Administrator designate Principal Classes?

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

Answer: B

NEW QUESTION 59

In a company, there is a need to understand the CSDM maturity level required. Different stakeholders listed several use cases they expect over time. Which use case requires information objects?

- A. The Asset Management team wants to understand asset lifecycle compliance in a Business Application context
- B. The Event Operations team wants to automate their events into incidents for operational actions
- C. The Customer Service team wants to onboard proactive case management
- D. The SecOps team wants to understand the operational risk in the Business Application context
- E. The Business Service Management team wants to understand the operational impact for their consumer parties

Answer: A

NEW QUESTION 63

The CMDB Administrator has set up two Dynamic Reconciliation Rules within the ServiceNow Production Instance. The 'Server' class has a Dynamic Reconciliation Rule of largest value for the RAM field. The 'Windows Server' class has a Dynamic Reconciliation Rule of most reported for the RAM field.

Discovery Source	RAM (MB)
Tivoli	4,096
ServiceNow	4,096
LANDesk	2,048
Altiris	8,192

Given the above data in Multisource CMDB, which value is added to the CMDB for RAM for a Server CI?

- A. 2,048 MB
- B. 8,192 MB
- C. 4,096 MB

Answer: B

NEW QUESTION 65

Configuration Management requires an accurate inventory of devices to be reflected in the CMDB. Which are common use cases for using Agent Client Collector (ACC)?

- A. Servers in the data center
- B. Network devices in the DMZ
- C. Devices in secure environments
- D. Devices that intermittently connect to the network

Answer: CD

NEW QUESTION 67

A Change Manager wants to gain value from CSDM. How will the Change Management process benefit from CSDM?

- A. Identify blackout windows
- B. Determine the root cause of the change issue
- C. Route the change dynamically
- D. Understand the impact of the change on services

Answer: AD

NEW QUESTION 70

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 72

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 75

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 80

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