

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

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 7

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery.

During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade
- C. Class Upgrade

Answer: C

NEW QUESTION 8

A CMDB Administrator is asked to clean up the CMDB duplicates. What is the preferred way to manage this task?

- A. The de-duplication dashboard on the CMDB Workspace
- B. My Tasks in the Application Navigator
- C. The de-duplication task module

Answer: A

NEW QUESTION 9

A Configuration Manager is planning the implementation of the CMDB. Which is the prescribed CSDM rollout order?

- A. Initial, Developing, Defined, Managed
- B. Architecture, Business, Technical, Governance
- C. Initiate, Plan, Execute, Deliver, Close
- D. Crawl, Walk, Run, Fly

Answer: D

NEW QUESTION 10

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 10

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 15

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

NEW QUESTION 18

A healthcare provider faces a critical incident affecting its patient management system. The provider needs to determine the users impacted to mitigate disruption effectively.
 Which CSDM-related data should they leverage?

- A. Application Service environment attribute
- B. Incident history of similar CIs
- C. Affected CI [task_ci] related list
- D. Service Offerings by Department or Location

Answer: D

NEW QUESTION 22

An organization needs to maintain non-discoverable attributes, such as warranty expiration dates, for hardware CIs. These attributes are not updated by automated discovery tools.
 What method ensures these attributes are accurately maintained for all CIs?

- A. Use the CMDB Reconciliation Engine to update the attributes
- B. Create a new CI class specifically for non-discoverable attributes
- C. Use a scheduled data import to update the attributes from an external source

Answer: C

NEW QUESTION 26

CMDB class owners are receiving tasks under the ??My Work?? tab in the CMDB Workspace. Which CMDB management tool is generating those tasks?

- A. De-duplication templates
- B. CMDB Data Manager
- C. CMDB Health Dashboard

Answer: B

NEW QUESTION 30

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	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.
life_cycle_object			This is a record attribute that reflects a meta-level state of the rec life cycle.
life_cycle_mapping			This is a record attribute that reflects a sub-level state of the reco life cycle.
life_cycle_stage			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	Answer Area	life_cycle_mapping	This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
life_cycle_object		life_cycle_stage	This is a record attribute that reflects a meta-level state of the rec life cycle.
life_cycle_mapping		life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the reco life cycle.
life_cycle_stage		life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

NEW QUESTION 32

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 37

A Platform Owner is collaborating with stakeholders in the manufacturing industry to align their CIs with the CSDM 5 framework. They need to map production line monitoring systems to the appropriate CSDM domain.

Which CSDM 5 domain does the Platform Owner use?

- A. Build and Integration (Build)
- B. Foundation
- C. Service Consumption (Sell/Consume)
- D. Design and Planning (Design)
- E. Service Delivery (Manage Technical)

Answer: E

NEW QUESTION 39

The following Reconciliation Rules were configured for ServiceNow, Altiris, and SCCM for the Windows Server (cmdb_ci_win_server) class:

Discovery Source	Class	Priority
ServiceNow	Windows Server [cmdb_ci_win_server]	100
Altiris	Windows Server [cmdb_ci_win_server]	200
SCCM	Windows Server [cmdb_ci_win_server]	300

Which statements are true?

- A. Data collected with a discovery source of Altiris can update records inserted by SCCM into the Windows Server table.
- B. Data collected with a discovery source of ServiceNow can insert new records into the Windows Server table, but cannot update records created by Altiris or SCCM.
- C. Data collected with a discovery source of SCCM can be inserted as new records in the Windows Server table.
- D. Data collected with a discovery source of SCCM can update any record in the Windows Server table because it has the highest priority number.

Answer: AC

NEW QUESTION 42

Configuration Management needs to ensure data quality for all CIs in the CMDB. What areas of data quality for CIs are included in the CMDB Health Dashboard?

- A. Downgraded CIs
- B. Upgraded CIs
- C. Missing CIs
- D. Stale CIs
- E. Duplicate CIs

Answer: DE

NEW QUESTION 47

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 [cmdb_ci_app_server] and the Application table [cmdb_ci_appl]?

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

Answer: A

NEW QUESTION 50

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 51

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 54

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	Answer Area		
CMDB Process Owner			Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards
Configuration Manager/CMDB Admin			Accountable for managing all elements that make up a portfolio throughout their entire lifecycle
Service or Product Owner			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:

CI Analyst	Answer Area		
CMDB Process Owner		CMDB Process Owner	Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards
Configuration Manager/CMDB Admin		Service or Product Owner	Accountable for managing all elements that make up a portfolio throughout their entire lifecycle
Service or Product Owner		CI Analyst	Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records
		Configuration Manager/CMDB Admin	Obtains highest level role for CMDB privileges

NEW QUESTION 55

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 57

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 60

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 61

An organization is updating the CMDB to include new asset types like IoT devices Relevant CI classes need to be added and outdated ones need to be removed from the Principal Class filler to ensure accurate display in ITSM processes.

Which roles are needed to add or remove classes?

- A. personalize.dictionary
- B. sn_cmdb_admin
- C. sn_csdm_admin
- D. cmdm_query_builder

Answer: AB

NEW QUESTION 66

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 69

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 70

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 75

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 76

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 79

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 81

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

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 87

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 88

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 90

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 92

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 96

An Enterprise Architect of a financial services company is working across the enterprise and wants to track their capabilities. Which CSDM 5 domain is used? (Choose 1 option)

- A. Foundation
- B. Build and Integration (Build)
- C. Service Consumption (Sell/Consume)
- D. Design and Planning (Design)
- E. Service Delivery (Manage Technical)

Answer: D

NEW QUESTION 97

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 100

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