

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	● ● ● ● ● ●	Answer Area	
Duplicate			CMDB records that represent the same physical or logical asset multiple times
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	● ● ● ● ● ●	Answer Area	
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
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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

DRAG DROP

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

Dynamic CI Group	<p>Answer Area</p> <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>
Service Mapping (Connection Sugg	
Service Mapping (Top-down)	
Tag-Based	

<p>Answer Area</p> <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>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

<p>Dynamic CI Group</p> <p>Service Mapping (Connection Sugg</p> <p>Service Mapping (Top-down)</p> <p>Tag-Based</p>	<p>Answer Area</p> <p>Service Mapping (Top-down)</p> <p>Tag-Based</p> <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>Service Mapping (Connection Sugg</p> <p>Dynamic CI Group</p>	<p>Answer Area</p> <p>Service Mapping (Connection Sugg</p> <p>Dynamic CI Group</p> <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>

NEW QUESTION 3

The following identification rule for a Hardware CI class has been defined

Hardware Rule: Identifier Entries Table	Criterion attributes	Priority
Serial Number	serial_number, serial_number_type	100
Hardware	serial_number	200
Hardware	name	300
Network Adapter	mac_address, name	400

Two new CI records are imported into the Hardware class of the CMDB:

CI1: The name of this CI record matches the name of an existing CI record in the CMDB.

CI2: The IP address of this CI record matches the IP address of an existing CI record in the CMDB.

Which is correct based on the identification rule and the imported CI records?

- A. CI1 will be inserted as a new record and CI2 will be updated with the matching record
- B. CI1 and CI2 both will be inserted as new records
- C. CI1 will be updated with the matching record and CI2 will be inserted as a new record
- D. CI1 and CI2 both will be updated with matching records

Answer: B

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

A new custom class is needed to reflect a new application being managed in the CMDB. Which roles are minimally needed to add this custom CI class?

- A. sn_cmdb_admin and personalize_dictionary
- B. sn_cmdb_admin and personalize_form
- C. sn_cmdb_admin and personalize_dictionary
- D. itil_admin and personalize_form

Answer: C

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 Data Manager needs to access the ServiceNow platform to create, publish, and manage policies that automate and govern CI lifecycle operations, ensuring the CMDB remains healthy and efficient.
Where can the Data Manager do this?

- A. CI Class Manager
- B. CMDB Workspace – Management tab
- C. Service Operations Workspace
- D. CMDB Workspace – CMDB 360 tab

Answer: B

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

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 12

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 16

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 21

DRAG DROP

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality.

Drag each ServiceNow product to the value it brings in supporting Incident Management.

Discovery		
Hardware Asset Management		Delivers asset actions and events for the management and maintenance of assets during incidents
Risk Management		Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations
Service Portfolio Management		Offers detailed operational-level data on hardware and application to improve incident resolution
		Provides life cycle information about services, helping to align incidents with the status and history of services

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Discovery		
Hardware Asset Management	Hardware Asset Management	Delivers asset actions and events for the management and maintenance of assets during incidents
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	Service Portfolio Management	Provides life cycle information about services, helping to align incidents with the status and history of services

NEW QUESTION 26

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 31

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		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:

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

NEW QUESTION 33

DRAG DROP

ACMDB Administrator seeks to understand the available tools for preventing addressing, and remediating duplicate CIs Drag and drop each feature with the corresponding outcome Some options may not apply.

	Answer Area	
Certification Tasks		Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard Correctness Sco		Offers insight into duplicate CIs within the CMDB
De-Duplication Tasks		Offers a solution to resolve de-duplication tasks in bulk
De-Duplication Templates		Provides a wizard to resolve de-duplication tasks individually
Duplicate CI Remediator		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

	Answer Area	
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De-Duplication Templates	Duplicate CI Remediator	Provides a wizard to resolve de-duplication tasks individually
Duplicate CI Remediator		

NEW QUESTION 34

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 39

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 44

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 45

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 50

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 52

DRAG DROP

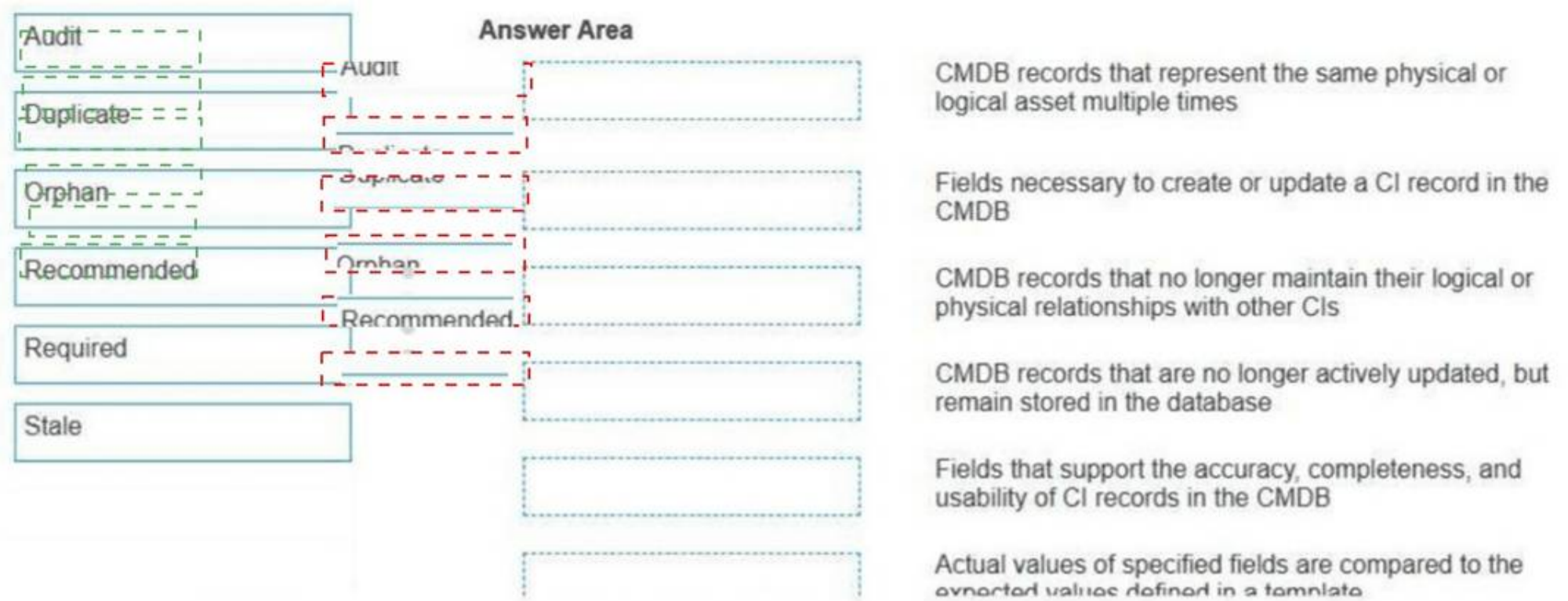
Drag and drop the CMDB Health Dashboard metric to the correct description.

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Stale			Actual values of specified fields are compared to the expected values defined in a template

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 56

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 57

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 59

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 64

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 66

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 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 71

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 73

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