

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

A CMDB Administrator has built a number of Technology Management Service Offerings (Technical Service Offerings) based on Dynamic CI Groups to better maintain group alignment for the member CIs. Which groups are synced to CIs from the offering that has a relationship to a Dynamic CI Group?

- A. Approval Group
- B. Managed by Group
- C. Owned by Group
- D. Support Group

Answer: BD

NEW QUESTION 3

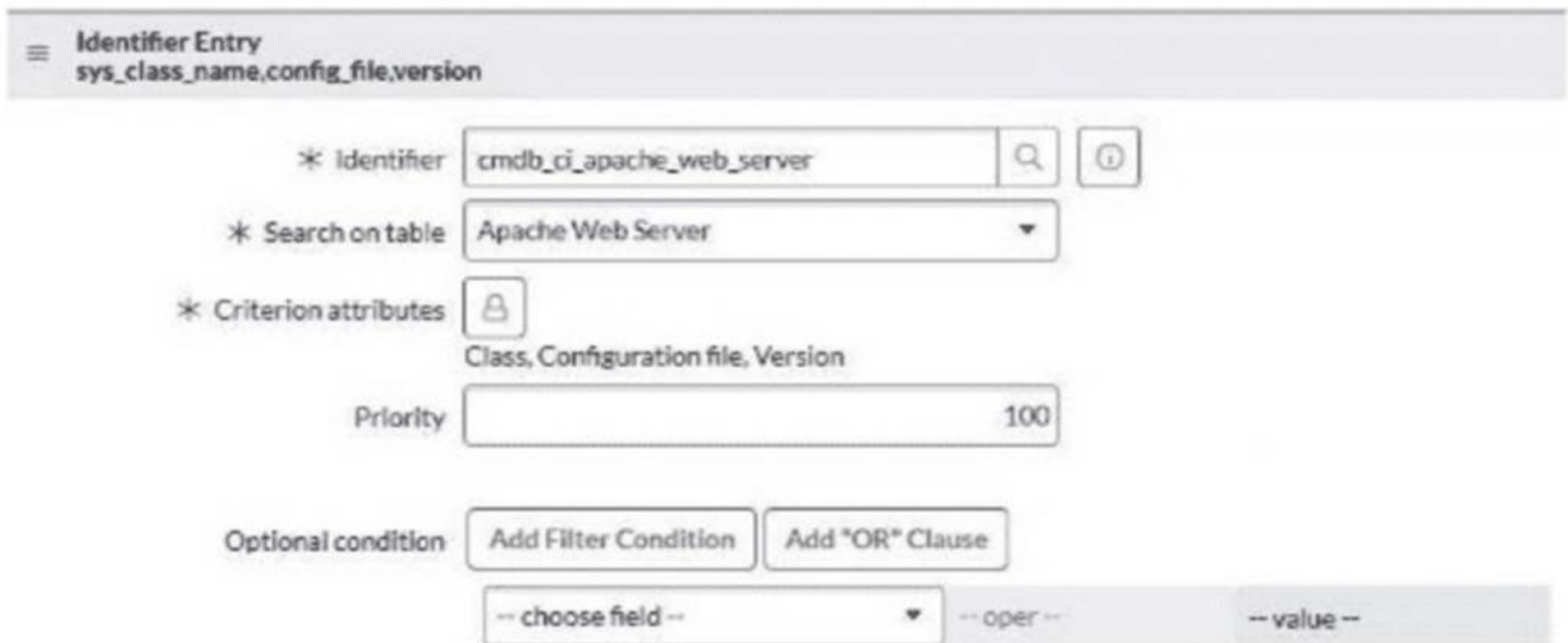
A Configuration Manager is planning the implementation of the CMDB. Which is the prescribed CSDM rollout order?

- 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 4

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



The screenshot shows the configuration for an identifier entry. The identifier is 'cmdb_ci_apache_web_server'. The search table is 'Apache Web Server'. The criterion attributes are 'Class, Configuration file, Version'. The priority is set to 100. There are buttons for 'Add Filter Condition' and 'Add *OR* Clause'. At the bottom, there are dropdown menus for 'choose field', 'oper', and 'value'.

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 5

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 6

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 7

DRAG DROP

Given a list of Service types in the platform, drag the appropriate service to its definition.

Application Service	Answer Area ----- ----- -----	Logical representation of a deploy system or application stack.
Business Service		Published to Service Owners and underpins one ore more business or application Services.
Technology Management Service (Technical Service)		Published to Business Users and underpins one ore more business capabilities.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Application Service	Answer Area ----- ----- -----	Logical representation of a deploy system or application stack.
Business Service		Published to Service Owners and underpins one ore more business or application Services.
Technology Management Service (Technical Service)		Published to Business Users and underpins one ore more business capabilities.

NEW QUESTION 8

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 9

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 10

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 10

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 14

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 19

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 20

DRAG DROP

A CMDB Owner starts the CSDM journey and needs to become familiar with the CSDM domains. Drag the CMDB objects to the correct CSDM domains.

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<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Application Service</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Business Application</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Business Process</div> <div style="border: 1px solid #ccc; padding: 5px;">Business Service</div>	• • • • •	<p style="text-align: center; margin-bottom: 10px;">Answer Area</p> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 10px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 10px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 10px;"></div> <div style="border: 1px dashed #ccc; height: 20px;"></div>	<p>Design and Planning domain</p> <p>Foundation domain</p> <p>Service Delivery domain</p> <p>Sell / Consume domain</p>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 24

DRAG DROP

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 28

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 33

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 35

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 37

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 38

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 39

A CMDB Administrator wants to run the ??Services Have Owners Identified?? Get Well Playbook to remediate issues shown in the CMDB Data Foundations Dashboard. Which remediation plays would be used?

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

Answer: AD

NEW QUESTION 40

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 42

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