



## **ServiceNow**

### **Exam Questions CIS-DF**

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

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**NEW QUESTION 1**

DRAG DROP


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

Audit		<b>Answer Area</b>	
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		<b>Answer Area</b>	
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**

DRAG DROP

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

Dynamic CI Group	<p><b>Answer Area</b></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><b>Answer Area</b></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>

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

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

**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

An Asset Manager wants to ensure that Asset records and CI records are kept synchronized automatically. How does the Manager do this? (Choose two.)

- A. Ensure that the business rule to update CI fields on change on the asset table is active
- B. Ensure that the business rule to update Asset fields on change on the CI table is active
- C. Ensure that scheduled jobs are run during off-business hours to ensure that sync happens
- D. Ensure one-to-one physical mapping between Asset and CI

**Answer: AB**

#### NEW QUESTION 5

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 6

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 7

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:

-- choose field --  -- oper --  -- 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 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**

DRAG DROP

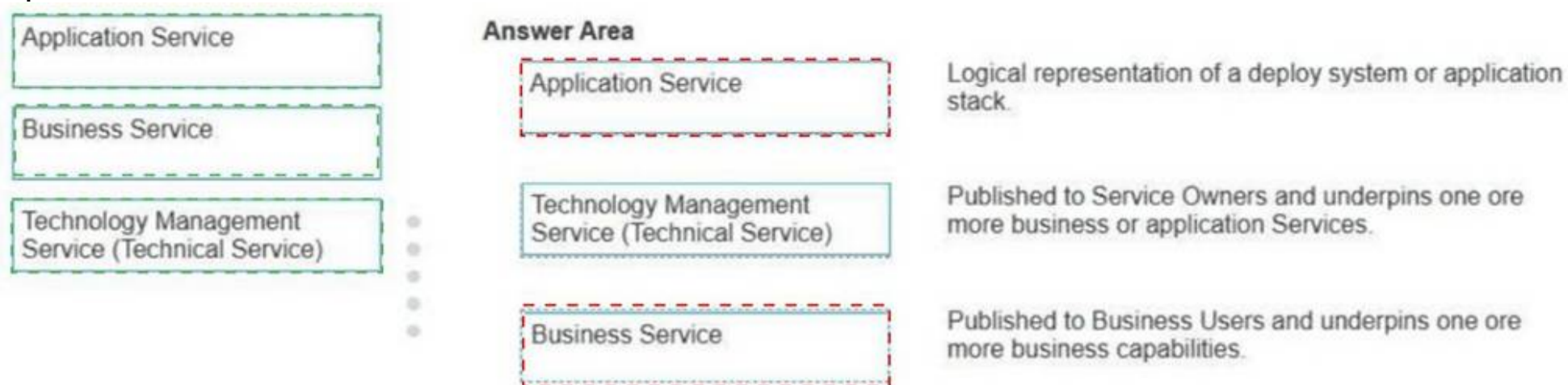
Given a list of Service types in the platform, drag the appropriate service to its definition.

Application Service	Answer Area <input style="width: 100%; height: 20px; border: 1px dashed gray;" type="text"/> <input style="width: 100%; height: 20px; border: 1px dashed gray;" type="text"/> <input style="width: 100%; height: 20px; border: 1px dashed gray;" type="text"/>	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:**



**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 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 17**

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 21**

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 24**

A development team is working on a project where an application will be deployed to many servers. There are several security requirements that must be checked to adhere to lawful regulatory compliance because the application will be holding customer personal data (PII and PCI). Where in the CSDM should the development team store the information that will be used to satisfy audits?

- A. Technology Management Service Offerings (Technical Service Offerings) and Groups
- B. Business Applications and Information Objects

C. Customer Service Offerings and Databases

**Answer:** B

**NEW QUESTION 28**

The Configuration Manager is preparing justification to utilize the CMDB Data Foundations Dashboard. Which benefits align with the usage of this dashboard?

- A. It automates approval processes for Change Management
- B. It provides actionable insights to improve data quality and completeness
- C. It helps detect and eliminate duplicate records in the CMDB
- D. It enables monitoring and tracking of CMDB health over time

**Answer:** BD

**NEW QUESTION 29**

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	<b>Answer Area</b>	
CMDB Process Owner		
Configuration Manager/CMDB Admin		
Service or Product Owner		
		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:**

CI Analyst	<b>Answer Area</b>	
CMDB Process Owner		
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**NEW QUESTION 30**

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 35**

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 40**

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 44**

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 47**

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 48**

DRAG DROP

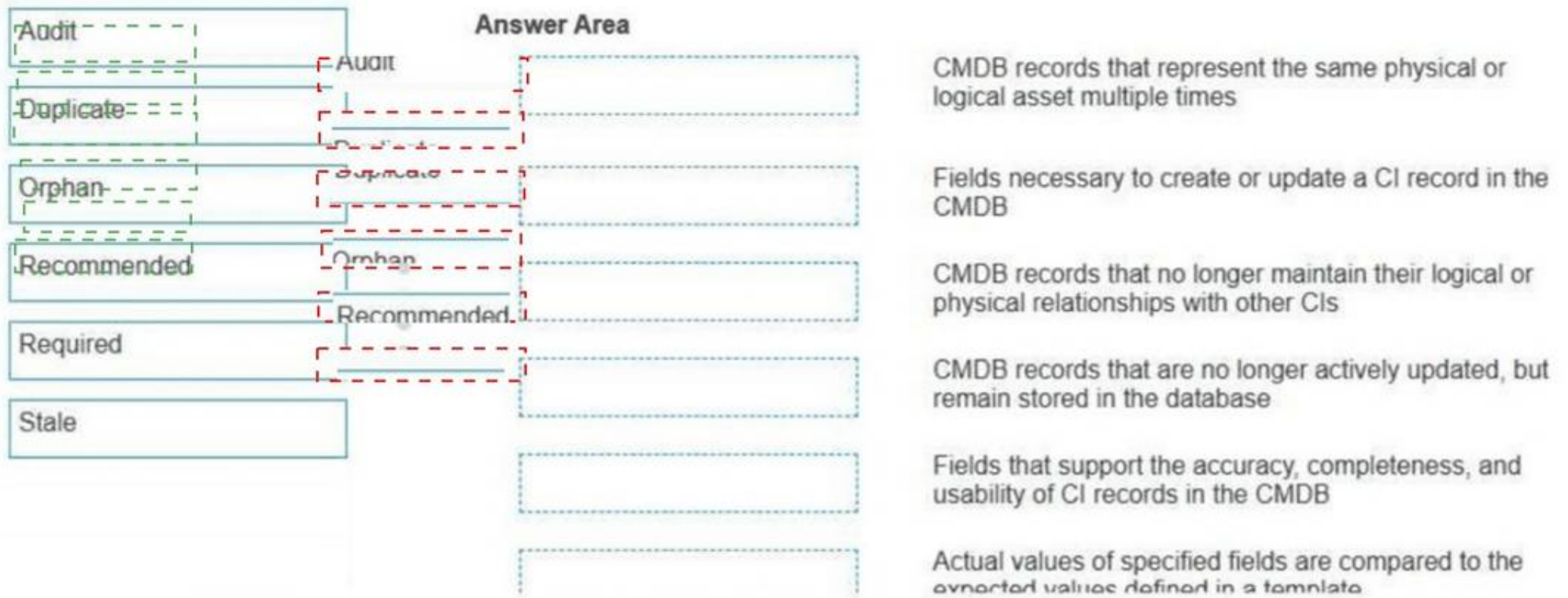
Drag and drop the CMDB Health Dashboard metric to the correct description.

Audit	⋮		CMDB records that represent the same physical or logical asset multiple times
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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:**



**NEW QUESTION 52**

What is the relationship between an Application and a Server?

- A. Application > Used by::Uses > Server
- B. Application > Uses::Used by > Server
- C. Application > Runs::Runs On > Server
- D. Application > Runs on::Runs > Server

**Answer: D**

**NEW QUESTION 54**

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**

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 58**

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 61**

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 65**

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