



ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

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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 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 3

Which is a purpose or requirement of CMDB Data Manager in ServiceNow?

- A. Encrypts archived records for enhanced security
- B. Automates the enforcement of relationship rules between CIs in the CMDB
- C. Automates the archival and deletion of records based on retention policies

Answer: C

NEW QUESTION 4

DRAG DROP

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

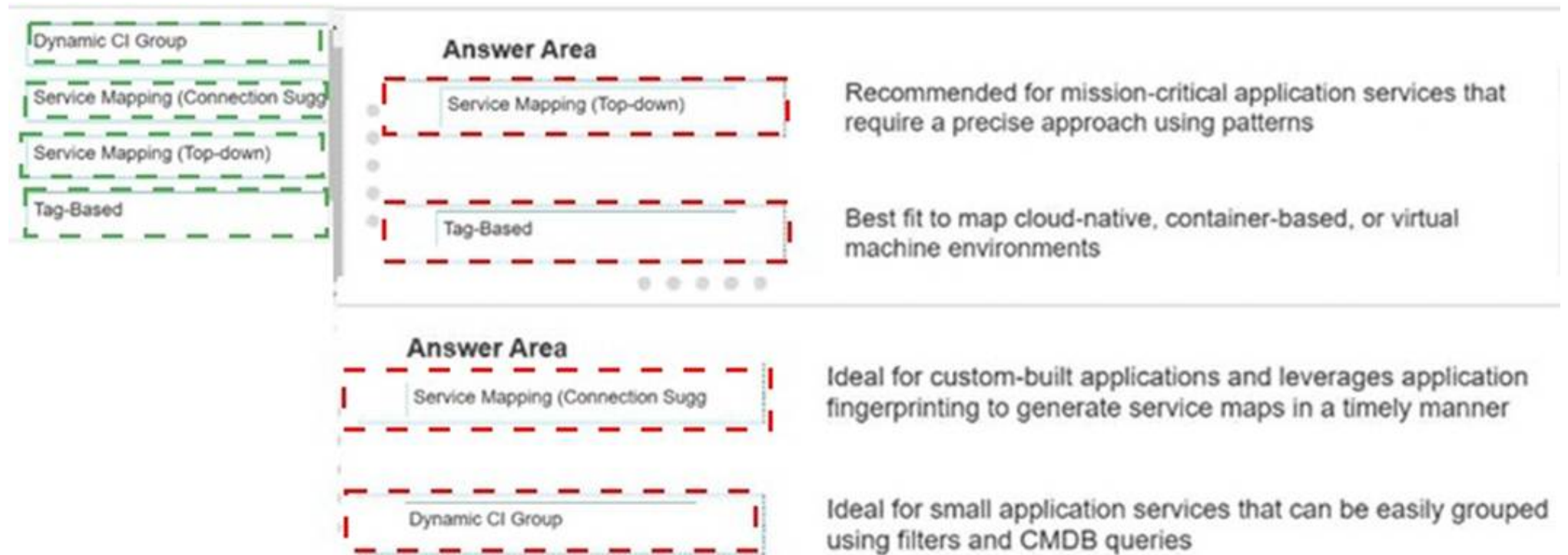
	Answer Area	
Dynamic CI Group		
Service Mapping (Connection Sugg		Recommended for mission-critical application services that require a precise approach using patterns
Service Mapping (Top-down)		
Tag-Based		Best fit to map cloud-native, container-based, or virtual machine environments

Answer Area	
	Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner
	Ideal for small application services that can be easily grouped using filters and CMDB queries

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 5

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 6

A customer's CMDB is aligned to the CSDM Walk stage. What benefit is provided by the CMDB?

- A. Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments
- B. Improves the implementation velocity of APM Foundation for future business application rationalization
- C. Enables impact assessments for incident, problem, and change on Business Services

Answer: C

NEW QUESTION 7

A CMDB Administrator, viewing the CMDB Data Foundations Dashboard, notices the Unique Locations Result percentage is low. What is the recommended process from the associated playbook to correct this issue?

- A. Use the Duplicate CI Remediator to merge the duplicate location records
- B. Retain the location that matches the organization's standard naming convention, and delete the duplicate without further validation
- C. Review both locations, update CIs with the correct location, and delete the duplicate location
- D. Keep both locations as either can be used as a valid alternate location

Answer: C

NEW QUESTION 8

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 9

DRAG DROP

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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



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

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 12

A Configuration Management Process Owner is preparing solution options for presentation to the technical governance board for ingesting custom CIs to the CMDB. The solution needs to align with best practice, minimize the cost of future work (technical debt), and ensure compliance with future upgrades.

Which solutions accomplish this? (Choose two.)

- A. Extending an existing CI class table to accommodate the custom CI class attributes
- B. Installing or upgrading the CMDB CI Class Models store application to find a suitable existing CI class accommodating any new attributes
- C. Extending an existing Asset class table to accommodate the custom CI class attributes
- D. Repurposing a base CI class and renaming attributes, as required

Answer: AB

NEW QUESTION 15

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 16

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 18

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 21

Which are values of CMDB?

- A. Strengthening operational resiliency
- B. Streamlining Incident and Change Management
- C. Automating maintenance for CI relationships
- D. Collecting and managing financial data

Answer: AB

NEW QUESTION 25

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

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

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Enables logging for CMDB 360	Enables CMDB 360	<code>glide.identification_engine.multisource_enabled</code>
Enables capturing CMDB 360 data for CIs from non-CMDB classes	Enables capturing CMDB 360 data for CIs from CMDB classes	<code>glide.identification_engine.multisource_cmdb_ci_enabled</code>
Enables CMDB 360	Enables logging for CMDB 360	<code>glide.cmdb.logger.source.cmdb_multisource</code>
Enables capturing CMDB 360 data for CIs from CMDB classes	Maximum number of CIs that can be included in a CMDB 360 recompute operation	<code>glide.identification_engine.multisource.recompute.max.ci.limit</code>
Maximum number of CIs that can be included in a CMDB 360 recompute operation		

NEW QUESTION 30

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 33

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 38

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 39

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 43

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 46

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 49

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:

CI Analyst

CMDB Process Owner

Configuration Manager/CMDB Admin

Service or Product Owner

Answer Area

CMDB Process Owner

Service or Product Owner

CI Analyst

Configuration Manager/CMDB Admin

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

NEW QUESTION 54

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 58

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 59

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 63

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 66

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 68

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 72

Which are business values of CMDB? (Choose two.)

- A. Automating maintenance for CI relationships
- B. Collecting and managing financial data
- C. Streamlining incident and change management
- D. Strengthening operational resiliency

Answer: CD

NEW QUESTION 75

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 77

A healthcare provider faces a critical incident affecting its patient management system. The provider needs to identify the users impacted to mitigate disruption effectively.

Which CSDM-related data should they leverage?

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

Answer:

B

NEW QUESTION 78

The CMDB Configuration Management team wants to manage de-duplication tasks generated from data ingested into the CMDB via the Identification and Reconciliation Engine (IRE).

In which area of the CMDB Workspace can they locate these de-duplication tasks?

- A. Important actions tile under the Home tab
- B. CMDB feature adoption tile under the Insights tab
- C. Total status under the My Work tab

Answer: C

NEW QUESTION 80

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 82

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 89

A Configuration Management Governance team is transitioning from utilizing legacy CMDB status fields to CSDM lifecycle status fields. Which table can be modified?

- A. Life Cycle Stages
- B. Life Cycle Mapping
- C. Life Cycle Stage Status
- D. Life Cycle Controls

Answer: B

NEW QUESTION 91

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 94

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

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