

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

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 2

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 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

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

NEW QUESTION 5

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 6

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 7

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

Answer Area

Empty drag-and-drop boxes for system properties.

- 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 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

Answer Area

Dragged items: Enables CMDB 360, Enables capturing CMDB 360 data for CIs from CMDB classes, Enables logging for CMDB 360, Maximum number of CIs that can be included in a CMDB 360 recompute operation.

- 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

NEW QUESTION 8

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 9

A CMDB Administrator is comparing the Unified Map to the Service Mapping map. What are additional capabilities of the Unified Map? (Choose Two)

- A. Number of levels displayed on a map can be modified
- B. Map can be zoomed in and out
- C. Map nodes can be filtered based on user preferences
- D. Visibility to an application and the host it is installed on

Answer: BC

NEW QUESTION 10

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 10

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 13

Where can a CMDB 360 / Multisource CMDB Saved Query be viewed and created in the CMDB Workspace?

- A. Coverage window on the CMDB 360 tab
- B. Saved queries window on the Insights tab
- C. CMDB Query Builder

D. Saved queries window on the CMDB 360 tab

Answer: D

NEW QUESTION 17

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 20

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		
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:

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CMDB Process Owner		
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NEW QUESTION 25

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 27

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 28

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 32

DRAG DROP

ServiceNow provides a suite of CMDB management tools designed to effectively ingest, manage, and maintain CIs and relationships. Drag and drop the design architecture to its management tool. (Some options may not apply.)

Organization-built solution using transform maps

Automated agent-based solution running patterns

Automated agentless solution running patterns

Pre-built store integration solutions that require minimal customization

Answer Area

Agent Client Collector

Import Sets

Service Graph Connector

ServiceNow Discovery

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Organization-built solution using transform maps

Automated agent-based solution running patterns

Automated agentless solution running patterns

Pre-built store integration solutions that require minimal customization

Answer Area

Automated agent-based solution running patterns

Agent Client Collector

Organization-built solution using transform maps

Import Sets

Pre-built store integration solutions that require minimal customization

Service Graph Connector

Automated agentless solution running patterns

ServiceNow Discovery

NEW QUESTION 35

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 40

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 41

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 44

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 49

A CMDB Administrator is using the Duplicate CI Remediator to address a de-duplication task. On the first tab of the wizard, the Main CI is selected.

Which attributes are used to identify the Main CI? (Choose two)

- A. Oldest Created
- B. Most Related Items
- C. Newest Created
- D. Least Related Items

Answer: AB

NEW QUESTION 52

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