

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			CMDB records that represent the same physical or logical asset multiple times
Duplicate			
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		Duplicate	CMDB records that represent the same physical or logical asset multiple times
Duplicate		Required	Fields necessary to create or update a CI record in the CMDB
Orphan		Orphan	CMDB records that no longer maintain their logical or physical relationships with other CIs
Recommended		Stale	CMDB records that are no longer actively updated, but remain stored in the database
Required		Recommended	Fields that support the accuracy, completeness, and usability of CI records in the CMDB
Stale		Audit	Actual values of specified fields are compared to the expected values defined in a template

NEW QUESTION 2

A Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team ensures that the Change Group field is populated for all managed CIs. As a result, which base system field on the Change form will be automatically populated after selecting a CI?

- A. Change Group
- B. Assignment Group
- C. Managed by Group
- D. Approval Group

Answer: A

NEW QUESTION 3

DRAG DROP

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

Dynamic CI Group

Service Mapping (Connection Sugg

Service Mapping (Top-down)

Tag-Based

Answer Area

Recommended for mission-critical application services that require a precise approach using patterns

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:

Dynamic CI Group

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Service Mapping (Top-down)

Tag-Based

Answer Area

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Service Mapping (Connection Sugg

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Ideal for small application services that can be easily grouped using filters and CMDB queries

NEW QUESTION 4

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 5

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 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

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 8

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 9

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 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

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.

Application Service

Business Application

Business Process

Business Service

Answer Area

Design and Planning domain

Foundation domain

Service Delivery domain

Sell / Consume domain

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Application Service

Business Application

Business Process

Business Service

Answer Area

Business Process

Business Application

Application Service

Business Service

Design and Planning domain

Foundation domain

Service Delivery domain

Sell / Consume domain

NEW QUESTION 12

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.

Certification Tasks

CMDB Health Dashboard Correctness Sco

De-Duplication Tasks

De-Duplication Templates

Duplicate CI Remediator

Answer Area

Can be assigned to groups for resolving duplicate CIs

Offers insight into duplicate CIs within the CMDB

Offers a solution to resolve de-duplication tasks in bulk

Provides a wizard to resolve de-duplication tasks individually

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Certification Tasks

CMDB Health Dashboard Correctness Sco

De-Duplication Tasks

De-Duplication Templates

Duplicate CI Remediator

Answer Area

Certification Tasks

CMDB Health Dashboard Correctness Sco

De-Duplication Templates

Duplicate CI Remediator

Can be assigned to groups for resolving duplicate CIs

Offers insight into duplicate CIs within the CMDB

Offers a solution to resolve de-duplication tasks in bulk

Provides a wizard to resolve de-duplication tasks individually

NEW QUESTION 13

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 16

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 17

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 22

A ServiceNow Administrator wants to implement Service Graph Connectors to provide integrations to many third-party solutions that the company wants integrated into the CMDB. Which categories of connectors are available to the Administrator?

- A. Cloud
- B. Observability
- C. DevOps

D. Workflow Automation

Answer: AB

NEW QUESTION 26

A CMDB Administrator is implementing Vulnerability Response or Security Incident Response and needs to ensure customers have enough context to estimate risk and set task priorities.

Which Get Well Playbook from the CSDM Data Foundations Dashboard helps with this?

- A. Locations without a Parent Location
- B. Application Services with Business Application Relationships
- C. Named Product Models without Product Owners
- D. Percentage of Custom Status Values for CI Life Cycle Stages

Answer: B

NEW QUESTION 30

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 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 36

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 41

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 45

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 48

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