

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 is evaluating whether to monitor the metrics provided on the CMDB Data Foundations Dashboard. Which benefits support the decision to continually monitor the results on this dashboard?

- A. Provides a list of all CIs that failed health audits
- B. Provides metrics on active CIs updated in the last 90 days
- C. Provides metrics for CIs processed by the Identification and Reconciliation Engine (IRE)
- D. Reports on all orphan CIs in the CMDB

Answer: BC

NEW QUESTION 3

A CMDB Administrator would like to minimize stale CIs in the CMDB. Which CMDB Health Dashboard scorecard displays this information?

- A. Correctness
- B. Completeness
- C. Compliance

Answer: C

NEW QUESTION 4

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 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 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 7

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 8

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 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

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 10

The CMDB Configuration Management team has successfully developed a healthy and trusted CMDB. They have integrated discovered infrastructure data, accurately referenced non-discoverable data (such as change and support group information), and made the CMDB service-aware using Service Mapping. How will these improvements enhance the change management process? (Choose Two)

- A. Ensures that no changes result in service downtime, regardless of planning or execution
- B. Provides insight into the potential impact of the change
- C. Automatically schedules and deploys changes without human review or approval
- D. Enables auto-population of the assignment group field to dynamically route changes

Answer: BD

NEW QUESTION 11

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 13

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 16

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 21

DRAG DROP

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality. Drag each ServiceNow product to the value it brings in supporting Incident Management.

Discovery

Hardware Asset Management

Risk Management

Service Portfolio Management

Answer Area

Delivers asset actions and events for the management and maintenance of assets during incidents

Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations

Offers detailed operational-level data on hardware and application to improve incident resolution

Provides life cycle information about services, helping to align incidents with the status and history of services

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Discovery

Hardware Asset Management

Risk Management

Service Portfolio Management

Answer Area

Hardware Asset Management

Risk Management

Discovery

Service Portfolio Management

Delivers asset actions and events for the management and maintenance of assets during incidents

Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations

Offers detailed operational-level data on hardware and application to improve incident resolution

Provides life cycle information about services, helping to align incidents with the status and history of services

NEW QUESTION 23

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 27

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 32

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 35

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

Organization-built solution using transform maps

Pre-built store integration solutions that require minimal customization

Automated agentless solution running patterns

Agent Client Collector

Import Sets

Service Graph Connector

ServiceNow Discovery

NEW QUESTION 39

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 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 42

DRAG DROP

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

Audit

Duplicate

Orphan

Recommended

Required

Stale

Answer Area

CMDB records that represent the same physical or logical asset multiple times

Fields necessary to create or update a CI record in the CMDB

CMDB records that no longer maintain their logical or physical relationships with other CIs

CMDB records that are no longer actively updated, but remain stored in the database

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:

		Answer Area	
Audit	Audit		CMDB records that represent the same physical or logical asset multiple times
Duplicate	Duplicate		
Orphan	Orphan		Fields necessary to create or update a CI record in the CMDB
Recommended	Recommended		CMDB records that no longer maintain their logical or physical relationships with other CIs
Required	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

NEW QUESTION 46

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 48

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 51

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