



ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

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NEW QUESTION 1

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 2

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 3

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 4

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 5

DRAG DROP

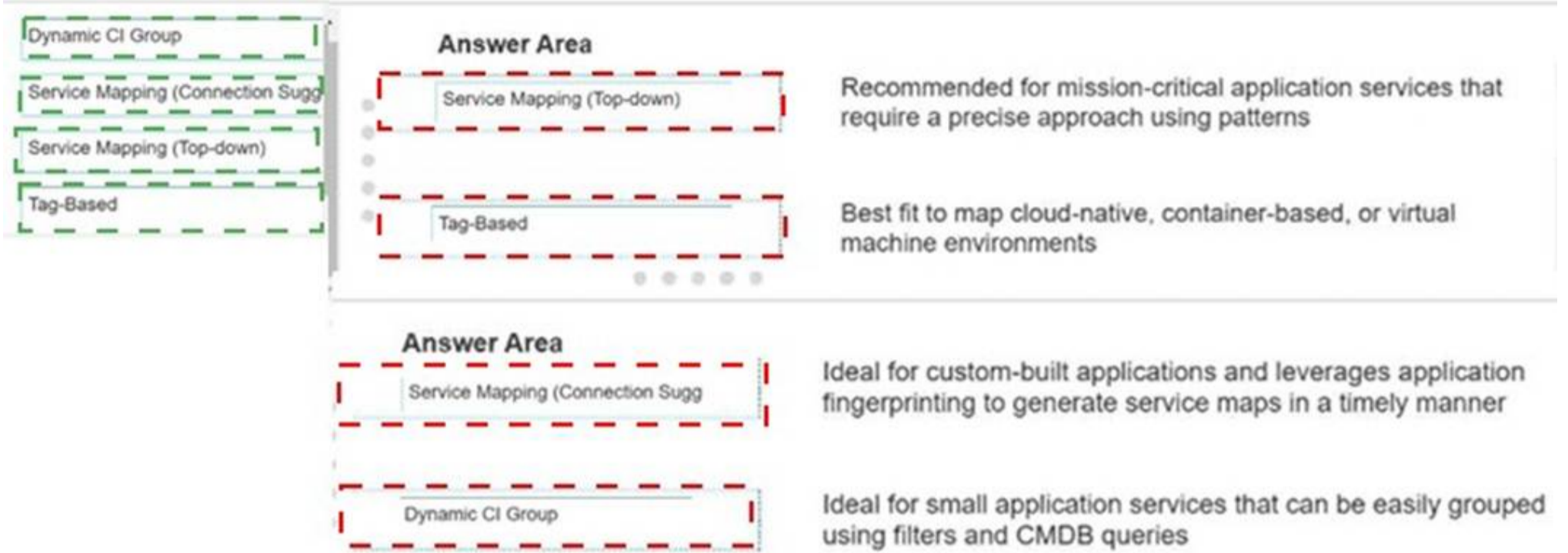
Drag and drop the application service type to the best description.

<ul style="list-style-type: none"> Dynamic CI Group Service Mapping (Connection Sugg Service Mapping (Top-down) Tag-Based 	<p>Answer Area</p> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div>	<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>
	<p>Answer Area</p> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px solid gray; height: 20px; margin-bottom: 5px;"></div>	<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:



NEW QUESTION 6

The following identification rule for a Hardware CI class has been defined

Hardware Rule:	Criterion attributes	Priority
Identifier Entries Table		
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 7

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 8

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 9

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 10

The Apache Web Server Identification Rule is configured with the following criterion attributes:
 Class Configuration file Version



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 10

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

NEW QUESTION 11

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. Which field on an Incident form is automatically populated after a CI is selected that references an appropriate support group?

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

Answer: C

NEW QUESTION 15

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 20

When integrating data into the CMDB using Import Sets and Transform Maps, which type of script is added to ensure the data is processed through the Identification and Reconciliation Engine (IRE)?

- A. onBefore
- B. onComplete
- C. onAfter
- D. onStart

Answer: C

NEW QUESTION 24

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 25

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 29

What ensures data volume in the CMDB is manageable?

- A. Business Rules
- B. Scheduled Jobs
- C. Archive Policies

Answer: C

NEW QUESTION 33

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 38

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 39

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 40

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	Answer Area	Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard Correctness Sco		Offers insight into duplicate CIs within the CMDB
De-Duplication Tasks		Offers a solution to resolve de-duplication tasks in bulk
De-Duplication Templates		Provides a wizard to resolve de-duplication tasks individually
Duplicate CI Remediator		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Certification Tasks	Answer Area	Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard Correctness Sco		Offers insight into duplicate CIs within the CMDB
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Duplicate CI Remediator		

NEW QUESTION 42

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 43

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 45

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

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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 50

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 54

A ServiceNow Administrator wants to implement Sen/ice 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 58

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 60

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 64

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 65

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 66

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 67

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 71

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 74

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 76

A Change Manager wants to gain value from CSDM. How will the Change Management process benefit from CSDM?

- A. Identify blackout windows
- B. Determine the root cause of the change issue
- C. Route the change dynamically
- D. Understand the impact of the change on services

Answer: AD

NEW QUESTION 79

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 84

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 86

A Configuration Manager needs to leverage a policy type to automate the creation and assignment of tasks to validate the existence of CIs. Which policy type should be used to accomplish this goal?

- A. Certification
- B. Delete
- C. Retire
- D. Attestation

Answer: D

NEW QUESTION 89

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