

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

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 2

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 3

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery.

During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade
- C. Class Upgrade

Answer: C

NEW QUESTION 4

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 5

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 6

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 7

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 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

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

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 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

| |
|--|
| 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 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 12

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 17

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 20

What ensures data volume in the CMDB is manageable?

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

Answer: C

NEW QUESTION 23

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 27

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 | | Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards |
| Configuration Manager/CMDB Admin | | Accountable for managing all elements that make up a portfolio throughout their entire lifecycle |
| Service or Product Owner | | 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 | CMDB Process Owner | Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards |
| Configuration Manager/CMDB Admin | Service or Product Owner | Accountable for managing all elements that make up a portfolio throughout their entire lifecycle |
| Service or Product Owner | CI Analyst | Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records |
| | Configuration Manager/CMDB Admin | Obtains highest level role for CMDB privileges |

NEW QUESTION 28

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 31

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 35

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 37

The CMDB Administrator group aims to display meaningful results on the CMDB Health Dashboard – Compliance Scorecard for server records that are not on the latest patch.

What must be configured to achieve this goal?

- A. Certification Filter, Certification Template, Audit
- B. Technical Service Offerings, Dynamic CI Groups, CMDB Groups
- C. Stale, Orphan, Duplicate
- D. Certification Policies, Data Filters, Scheduled Jobs

Answer: D

NEW QUESTION 39

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

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 42

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 43

A CMDB Administrator needs to import external data into the CMDB. To reduce the risk of creating duplicates and prevent updates from unauthorized sources, it must be ensured that the Identification and Reconciliation Engine (IRE) is not bypassed.

What is the recommended method to import data into the CMDB utilizing the Identification and Reconciliation API?

- A. IntegrationHub ETL
- B. Table API (REST API or SOAP API)
- C. Import Sets and Transform Maps

Answer: A

NEW QUESTION 45

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 46

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