

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

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 CMDB Administrator wants to run the Services Have Owners Identified playbook to remediate the issues shown in the CMDB Data Foundations Dashboard. Which remediation plays would be used? (Choose two.)

- A. Govern Data
- B. Analyze Data
- C. Fix Data
- D. Report Data

Answer: BC

NEW QUESTION 4

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 5

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

NEW QUESTION 6

DRAG DROP

Some steps need to be taken to transition from using legacy CMDB status attributes to CSDM lifecycle objects. Drag and drop the objects / attributes to the correct descriptions.

life_cycle_stage_status	Answer Area		This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
life_cycle_object			This is a record attribute that reflects a meta-level state of the record life cycle.
life_cycle_mapping			This is a record attribute that reflects a sub-level state of the record life cycle.
life_cycle_stage			This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

life_cycle_stage_status	Answer Area	life_cycle_mapping	This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
life_cycle_object		life_cycle_stage	This is a record attribute that reflects a meta-level state of the record life cycle.
life_cycle_mapping		life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the record life cycle.
life_cycle_stage		life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

NEW QUESTION 7

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 8

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 9

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

NEW QUESTION 10

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 10

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 15

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 18

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 21

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 26

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 29

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 33

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 38

In a company, there is a need to understand the CSDM maturity level required. Different stakeholders listed several use cases they expect over time.

Which use case requires information objects?

- A. The Asset Management team wants to understand asset lifecycle compliance in a Business Application context
- B. The Event Operations team wants to automate their events into incidents for operational actions
- C. The Customer Service team wants to onboard proactive case management
- D. The SecOps team wants to understand the operational risk in the Business Application context
- E. The Business Service Management team wants to understand the operational impact for their consumer parties

Answer: A

NEW QUESTION 42

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 44

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