

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

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

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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NEW QUESTION 5

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 6

A customer's CMDB is aligned to the CSDM Walk stage. What benefit is provided by the CMDB?

- A. Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments
- B. Improves the implementation velocity of APM Foundation for future business application rationalization
- C. Enables impact assessments for incident, problem, and change on Business Services

Answer: C

NEW QUESTION 7

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 8

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 9

A CMDB Administrator, viewing the CMDB Data Foundations Dashboard, notices the Unique Locations Result percentage is low.

What is the recommended process from the associated playbook to correct this issue?

- A. Use the Duplicate CI Remediator to merge the duplicate location records
- B. Retain the location that matches the organization's standard naming convention, and delete the duplicate without further validation
- C. Review both locations, update CIs with the correct location, and delete the duplicate location
- D. Keep both locations as either can be used as a valid alternate location

Answer: C

NEW QUESTION 10

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 10

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 11

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 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 16

Configuration Management needs to ensure data quality for all CIs in the CMDB. What areas of data quality for CIs are included in the CMDB Health Dashboard?

- A. Downgraded CIs
- B. Upgraded CIs
- C. Missing CIs
- D. Stale CIs
- E. Duplicate CIs

Answer: DE

NEW QUESTION 20

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 24

A development team is working on a project where an application will be deployed to many servers. There are several security requirements that must be checked to adhere to lawful regulatory compliance because the application will be holding customer personal data (PII and PCI). Where in the CSDM should the development team store the information that will be used to satisfy audits?

- A. Technology Management Service Offerings (Technical Service Offerings) and Groups
- B. Business Applications and Information Objects
- C. Customer Service Offerings and Databases

Answer: B

NEW QUESTION 27

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 29

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 33

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 36

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 38

What is the difference between Data Certification and Attestation policies when managing a CI?

- A. Attestation requires correcting specific attributes of a CI, while Data Certification tracks acknowledgement the CI still exists
- B. Attestation can be scheduled, while Data Certification cannot be scheduled
- C. Attestation can be assigned to a group or an individual, while Data Certification can only be assigned to an individual
- D. Attestation tracks acknowledgement the CI still exists, while Data Certification requires validating specific attributes of a CI

Answer: D

NEW QUESTION 39

A CMDB Administrator is leveraging CI data as part of an Integrated Risk Management (IRM) implementation and the Entity Scoping process. The Administrator wants to leverage the CSDM Data Foundations Dashboard playbooks under the Run tab. Which CSDM relationships are leveraged using the CSDM playbooks?

- A. Business Applications that have their relationships to Information Objects
- B. Locations that have established parent records
- C. Business Applications that have relationships to Application Services
- D. Logical CIs that have relationships with Information Objects

Answer: AD

NEW QUESTION 43

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 46

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

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Audit

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NEW QUESTION 51

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 55

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 60

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 63

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