



# ServiceNow

## Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

**NEW QUESTION 1**

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 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**

DRAG DROP

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

<ul style="list-style-type: none"> <li>Dynamic CI Group</li> <li>Service Mapping (Connection Sugg</li> <li>Service Mapping (Top-down)</li> <li>Tag-Based</li> </ul>	<p><b>Answer Area</b></p> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed gray; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed 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>
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- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

<ul style="list-style-type: none"> <li>Dynamic CI Group</li> <li>Service Mapping (Connection Sugg</li> <li>Service Mapping (Top-down)</li> <li>Tag-Based</li> </ul>	<p><b>Answer Area</b></p> <div style="border: 2px dashed red; padding: 5px; margin-bottom: 5px;">Service Mapping (Top-down)</div> <div style="border: 2px dashed red; padding: 5px; margin-bottom: 5px;">Tag-Based</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>
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**NEW QUESTION 4**

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 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 is asked to clean up the CMDB duplicates. What is the preferred way to manage this task?

- A. The de-duplication dashboard on the CMDB Workspace
- B. My Tasks in the Application Navigator
- C. The de-duplication task module

**Answer: A**

**NEW QUESTION 8**

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 9**

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

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 10

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 15

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 19

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 23

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 26

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 30**

An organization needs to maintain non-discoverable attributes, such as warranty expiration dates, for hardware CIs. These attributes are not updated by automated discovery tools.

What method ensures these attributes are accurately maintained for all CIs?

- A. Use the CMDB Reconciliation Engine to update the attributes
- B. Create a new CI class specifically for non-discoverable attributes
- C. Use a scheduled data import to update the attributes from an external source

**Answer:** C

**NEW QUESTION 35**

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 40**

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 41**

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 43**

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 47**

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 50**

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 51

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 52

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 55

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 60

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 64

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 65

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 69

A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provide Duplicate CI, Orphan CI, and Stale CI metrics.

Which scorecard provides this information on the CMDB Health Dashboard?

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

**Answer: B**

#### NEW QUESTION 73

An organization is updating the CMDB to include new asset types like IoT devices Relevant CI classes need to be added and outdated ones need to be removed from the Principal Class filler to ensure accurate display in ITSM processes.

Which roles are needed to add or remove classes?

- A. personalize.dictionary
- B. sn\_cmdb\_admin
- C. sn\_csdm\_admin
- D. cmdb\_query\_builder

**Answer: AB**

#### NEW QUESTION 74

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 77

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 81

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 82

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 87

DRAG DROP

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

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

**NEW QUESTION 90**

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 93**

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 96**

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 100**

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 103**

The CMDB Administrator has set up two Dynamic Reconciliation Rules within the ServiceNow Production Instance. The 'Server' class has a Dynamic Reconciliation Rule of largest value for the RAM field. The 'Windows Server' class has a Dynamic Reconciliation Rule of most reported for the RAM field.

Discovery Source	RAM (MB)
Tivoli	4,096
ServiceNow	4,096
LANDesk	2,048
Altiris	8,192

Given the above data in Multisource CMDB, which value is added to the CMDB for RAM for a Server CI?

- A. 2,048 MB
- B. 8,192 MB
- C. 4,096 MB

**Answer: B**

**NEW QUESTION 106**

An organization is changing data centers and needs to know the consequences of the planned changes. How can Application Service Mapping be used as part of Change Management?

- A. To identify which devices will go offline first
- B. To understand the business impact of CIs
- C. To understand the physical location of CIs

**Answer: B**

**NEW QUESTION 109**

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 113**

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 116**

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 120**

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 125**

An Enterprise Architect of a financial services company is working across the enterprise and wants to track their capabilities. Which CSDM 5 domain is used? (Choose 1 option)

- A. Foundation
- B. Build and Integration (Build)
- C. Service Consumption (Sell/Consume)
- D. Design and Planning (Design)
- E. Service Delivery (Manage Technical)

**Answer: D**

**NEW QUESTION 127**

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 128**

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