



## **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 Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team ensures that the Change Group field is populated for all managed CIs. As a result, which base system field on the Change form will be automatically populated after selecting a CI?

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

**Answer: A**

**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**

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 6**

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 7**

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 8**

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 9**

Which ServiceNow solutions create automatic relationships?

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

**Answer:** BC

#### 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

CMDB class owners are receiving tasks under the ??My Work?? tab in the CMDB Workspace. Which CMDB management tool is generating those tasks?

- A. De-duplication templates
- B. CMDB Data Manager
- C. CMDB Health Dashboard

**Answer:** B

#### NEW QUESTION 11

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 15

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 20

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 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 26

The Configuration Management team wants to confirm that all servers in the CMDB actually exist in the data center. Which CMDB Data Manager policy type would the team create? (Choose 1 option)

- A. Certification
- B. Delete

- C. Archive
- D. Retire
- E. Attestation

**Answer:** E

**NEW QUESTION 31**

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

**NEW QUESTION 35**

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 37**

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

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 45

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 47

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 50

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 51

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 53

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 54

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 56**

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 58**

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