

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



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 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 3

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 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'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 6

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 7

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 8

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 9

DRAG DROP

Given a list of Service types in the platform, drag the appropriate service to its definition.

Application Service	Answer Area		Logical representation of a deploy system or application stack.
Business Service			Published to Service Owners and underpins one ore more business or application Services.
Technology Management Service (Technical Service)			Published to Business Users and underpins one ore more business capabilities.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Application Service	Answer Area	Application Service	Logical representation of a deploy system or application stack.
Business Service		Technology Management Service (Technical Service)	Published to Service Owners and underpins one ore more business or application Services.
Technology Management Service (Technical Service)		Business Service	Published to Business Users and underpins one ore more business capabilities.

NEW QUESTION 10

A healthcare provider faces a critical incident affecting its patient management system. The provider needs to determine the users impacted to mitigate disruption effectively.

Which CSDM-related data should they leverage?

- A. Application Service environment attribute
- B. Incident history of similar CIs
- C. Affected CI [task_ci] related list
- D. Service Offerings by Department or Location

Answer: D

NEW QUESTION 10

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 11

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

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 16

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 20

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 21

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.

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<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Application Service</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Business Application</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Business Process</div> <div style="border: 1px solid #ccc; padding: 2px;">Business Service</div>	● ● ● ●	<p style="text-align: center; margin: 0;">Answer Area</p> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px;"></div>	<p>Design and Planning domain</p> <p>Foundation domain</p> <p>Service Delivery domain</p> <p>Sell / Consume domain</p>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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<div style="border: 1px dashed #008000; padding: 2px; margin-bottom: 5px;">Application Service</div> <div style="border: 1px dashed #008000; padding: 2px; margin-bottom: 5px;">Business Application</div> <div style="border: 1px dashed #008000; padding: 2px; margin-bottom: 5px;">Business Process</div> <div style="border: 1px dashed #008000; padding: 2px;">Business Service</div>	● ● ● ●	<p style="text-align: center; margin: 0;">Answer Area</p> <div style="border: 1px dashed #800000; padding: 2px; margin-bottom: 5px;">Business Process</div> <div style="border: 1px dashed #800000; padding: 2px; margin-bottom: 5px;">Business Application</div> <div style="border: 1px dashed #800000; padding: 2px; margin-bottom: 5px;">Application Service</div> <div style="border: 1px dashed #008000; padding: 2px;">Business Service</div>	<p>Design and Planning domain</p> <p>Foundation domain</p> <p>Service Delivery domain</p> <p>Sell / Consume domain</p>
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NEW QUESTION 22

DRAG DROP

A new ServiceNow customer is assembling a Configuration Management team to support their CMDB.
 Drag each role to its corresponding job description.

<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">CI Analyst</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">CMDB Process Owner</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Configuration Manager/CMDB Admin</div> <div style="border: 1px solid #ccc; padding: 2px;">Service or Product Owner</div>	—	<p style="text-align: center; margin: 0;">Answer Area</p> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px; margin-bottom: 5px;"></div> <div style="border: 1px dashed #ccc; height: 20px;"></div>	<p>Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards</p> <p>Accountable for managing all elements that make up a portfolio throughout their entire lifecycle</p> <p>Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records</p> <p>Obtains highest level role for CMDB privileges</p>
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

CI Analyst
CMDB Process Owner
Configuration Manager/CMDB Admin
Service or Product Owner

Answer Area

CMDB Process Owner
Service or Product Owner
CI Analyst
Configuration Manager/CMDB Admin

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

NEW QUESTION 25

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
CMDB Health Dashboard Correctness Sco
De-Duplication Tasks
De-Duplication Templates
Duplicate CI Remediator

Answer Area

- Can be assigned to groups for resolving duplicate CIs
- Offers insight into duplicate CIs within the CMDB
- Offers a solution to resolve de-duplication tasks in bulk
- Provides a wizard to resolve de-duplication tasks individually

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Certification Tasks
CMDB Health Dashboard Correctness Sco
De-Duplication Tasks
De-Duplication Templates
Duplicate CI Remediator

Answer Area

Certification Tasks
CMDB Health Dashboard Correctness Sco
De-Duplication Templates
Duplicate CI Remediator

- Can be assigned to groups for resolving duplicate CIs
- Offers insight into duplicate CIs within the CMDB
- Offers a solution to resolve de-duplication tasks in bulk
- Provides a wizard to resolve de-duplication tasks individually

NEW QUESTION 30

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 32

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 37

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 42

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources. The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources. The company currently does not have the ITOM Discovery license required for CMDB 360 / Multisource CMDB. What can the Data Owner do in this case?

- A. ITOM Discovery must be purchased to take advantage of multisource IRE rules
- B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled
- C. CMDB 360 / Multisource is a platform product that can be used immediately

Answer: B

NEW QUESTION 47

Which are business values of CMDB? (Choose two.)

- A. Automating maintenance for CI relationships
- B. Collecting and managing financial data
- C. Streamlining incident and change management
- D. Strengthening operational resiliency

Answer: CD

NEW QUESTION 50

DRAG DROP

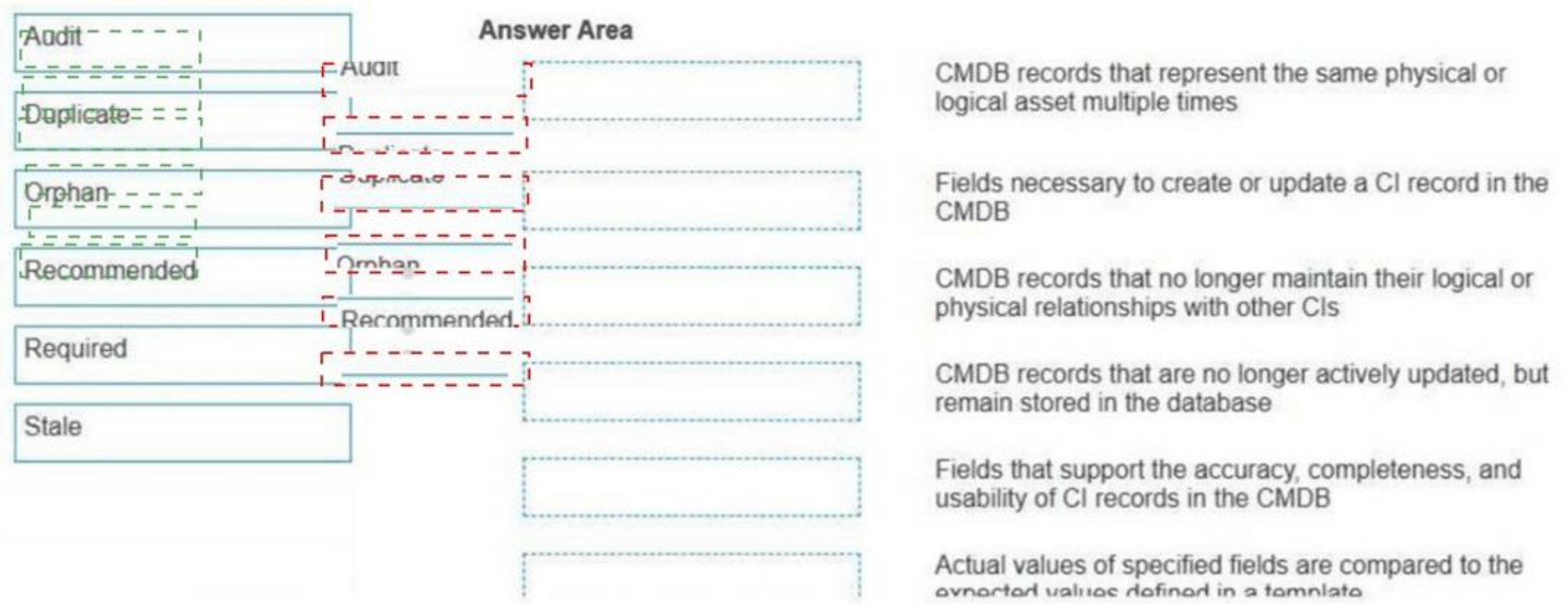
Drag and drop the CMDB Health Dashboard metric to the correct description.

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:



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 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 63

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 65

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 67

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 72

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