

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

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 2

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 3

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 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 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 7

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 8

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 9

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 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 10

Which default user groups are available when setting up a CMDB Data Manager policy and specifying the task assignment with the Assignment type set to ??User Group Field??? (Choose 2 options)

- A. Owned by Group
- B. Support Group
- C. Managed By Group
- D. Assignment Group

Answer: CD

NEW QUESTION 15

A Platform Owner is collaborating with stakeholders in the manufacturing industry to align their CIs with the CSDM 5 framework. They need to map production line monitoring systems to the appropriate CSDM domain. Which CSDM 5 domain does the Platform Owner use?

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

Answer: E

NEW QUESTION 19

Which are values of CMDB?

- A. Strengthening operational resiliency
- B. Streamlining Incident and Change Management
- C. Automating maintenance for CI relationships
- D. Collecting and managing financial data

Answer: AB

NEW QUESTION 21

DRAG DROP

A CMDB Administrator needs to set up CMDB 360/Multisource CMDB Drag and drop the system property to the functionality Some options may not apply.

Enables logging for CMDB 360
Enables capturing CMDB 360 data for CIs from non-CMDB classes
Enables CMDB 360
Enables capturing CMDB 360 data for CIs from CMDB classes
Maximum number of CIs that can be included in a CMDB 360 recompute operation

Answer Area

- glide.identification_engine.multisource_enabled
- glide.identification_engine.multisource_cmdb_ci_enabled
- glide.cmdb.logger.source.cmdb_multisource
- glide.identification_engine.multisource.recompute.max.ci.limit

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Enables logging for CMDB 360
Enables capturing CMDB 360 data for CIs from non-CMDB classes
Enables CMDB 360
Enables capturing CMDB 360 data for CIs from CMDB classes
Maximum number of CIs that can be included in a CMDB 360 recompute operation

Answer Area

Enables CMDB 360
Enables capturing CMDB 360 data for CIs from CMDB classes
Enables logging for CMDB 360
Maximum number of CIs that can be included in a CMDB 360 recompute operation

- glide.identification_engine.multisource_enabled
- glide.identification_engine.multisource_cmdb_ci_enabled
- glide.cmdb.logger.source.cmdb_multisource
- glide.identification_engine.multisource.recompute.max.ci.limit

NEW QUESTION 25

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 26

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 27

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 29

What ensures data volume in the CMDB is manageable?

- A. Business Rules
- B. Scheduled Jobs
- C. Archive Policies

Answer: C

NEW QUESTION 34

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 38

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 43

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 48

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 53

A CMDB Manager wants to improve data quality using the CMDB Health Dashboard. What needs to happen to generate CMDB health scores?

- A. The scheduled jobs for the CMDB Health Dashboard must be activated
- B. Nothing, CMDB health scores are calculated by default
- C. The plugin, CMDB health calculation, needs to be installed

Answer: A

NEW QUESTION 55

A Configuration Management Process Owner is preparing solution options for presentation to technical governance for ingesting custom CIs into the CMDB. The solution must align with best practices, minimize future technical debt, and ensure upgrade compliance.

Which solutions accomplish this?

- A. Repurposing a base CI class and renaming attributes as required
- B. Installing or upgrading the CMDB CI Class Models Store application to find a suitable existing CI class accommodating any new attributes
- C. Extending the existing Asset class table to custom CI class attributes
- D. Extending an existing CI class table to accommodate the custom CI class attributes

Answer: BD

NEW QUESTION 57

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 58

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 63

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 64

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 67

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 72

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 73

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 76

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 81

Which type of CMDB Data Manager policy creates tasks that allow the assigned individual to update fields on the CI record?

- A. Audit
- B. Certification
- C. Attestation
- D. Compliance

Answer: B

NEW QUESTION 82

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 84

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