

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 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

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

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

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 9

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 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 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 13

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 17

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 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 23

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 24

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 28

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 33

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 34

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 39

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

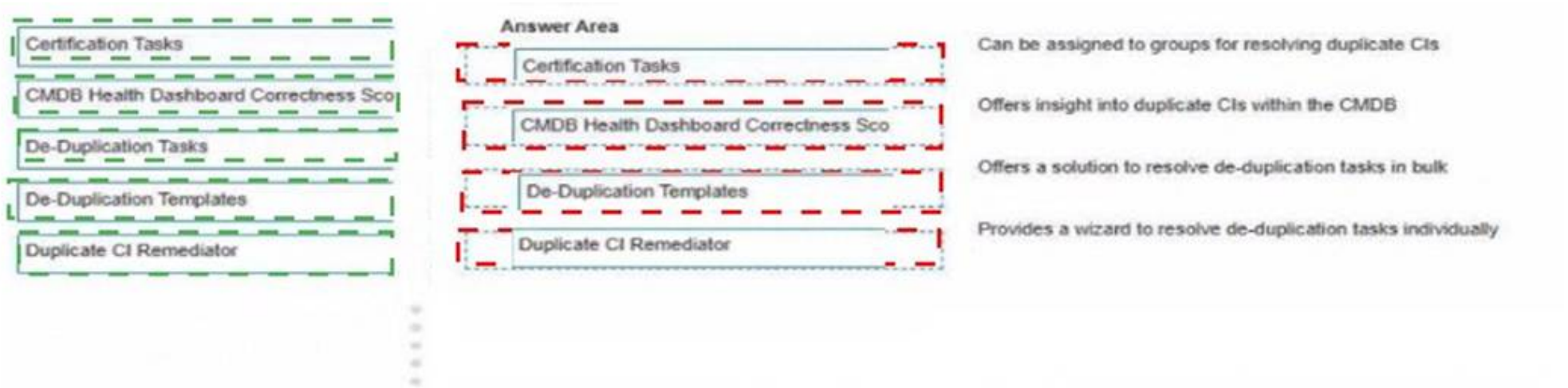
Offers a solution to resolve de-duplication tasks in bulk

Provides a wizard to resolve de-duplication tasks individually

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 41

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 42

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 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 45

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 48

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 52

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			
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			CMDB records that represent the same physical or logical asset multiple times
Duplicate			
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

NEW QUESTION 56

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 60

Configuration Management requires an accurate inventory of devices to be reflected in the CMDB. Which are common use cases for using Agent Client Collector (ACC)?

- A. Servers in the data center
- B. Network devices in the DMZ
- C. Devices in secure environments
- D. Devices that intermittently connect to the network

Answer: CD

NEW QUESTION 61

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 62

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 63

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 67

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