

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 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

DRAG DROP

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

Dynamic CI Group	Answer Area	
Service Mapping (Connection Sugg		Recommended for mission-critical application services that require a precise approach using patterns
Service Mapping (Top-down)		
Tag-Based		Best fit to map cloud-native, container-based, or virtual machine environments

Answer Area	
	Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner
	Ideal for small application services that can be easily grouped using filters and CMDB queries

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Dynamic CI Group	Answer Area	
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NEW QUESTION 4

A new custom class is needed to reflect a new application being managed in the CMDB. Which roles are minimally needed to add this custom CI class?

- A. sn_cmdb_admin and personalize_dictionary
- B. sn_cmdb_admin and personalize_form
- C. sn_cmdb_admin and personalize_dictionary
- D. itil_admin and personalize_form

Answer: C

NEW QUESTION 5

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 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

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

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

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

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 14

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 19

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 23

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 24

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 29

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 32

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 37

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 42

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 47

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 48

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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		Answer Area	
Application Service	• • • •		Design and Planning domain
Business Application			Foundation domain
Business Process			Service Delivery domain
Business Service			Sell / Consume domain

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

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		Answer Area	
Application Service	• • • •	Business Process	Design and Planning domain
Business Application		Business Application	Foundation domain
Business Process		Application Service	Service Delivery domain
Business Service		Business Service	Sell / Consume domain

NEW QUESTION 50

DRAG DROP

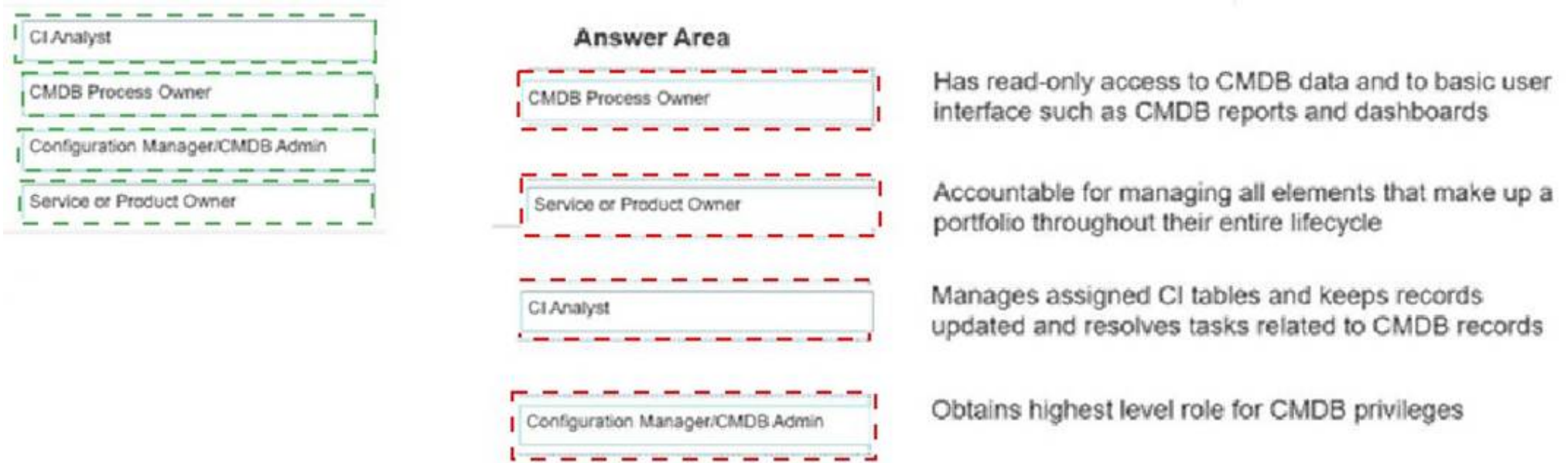
A new ServiceNow customer is assembling a Configuration Management team to support their CMDB.
 Drag each role to its corresponding job description.

	Answer Area	
CI Analyst		Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards
CMDB Process Owner		Accountable for managing all elements that make up a portfolio throughout their entire lifecycle
Configuration Manager/CMDB Admin		Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records
Service or Product Owner		Obtains highest level role for CMDB privileges

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 54

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 55

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 56

DRAG DROP

ServiceNow provides a suite of CMDB management tools designed to effectively ingest, manage, and maintain CIs and relationships. Drag and drop the design architecture to its management tool. (Some options may not apply.)



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 61

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 63

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 65

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 70

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 74

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 79

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 84

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 88

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 89

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