

ServiceNow

Exam Questions CIS-DF

Certified Implementation Specialist - Data Foundations (CMDB and CSDM)



NEW QUESTION 1

A CMDB Administrator has installed a Service Graph Connector and customized a script transform. What will happen on subsequent upgrades if the default definition of the script transform is updated?

- A. The upgrade stops and reports an error
- B. A skipped change is created and no change is made to the script transform definition
- C. The Service Graph Connector upgrade refuses to start

Answer: B

NEW QUESTION 2

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 3

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 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 CMDB Administrator wants to run the Services Have Owners Identified playbook to remediate the issues shown in the CMDB Data Foundations Dashboard. Which remediation plays would be used? (Choose two.)

- A. Govern Data
- B. Analyze Data
- C. Fix Data
- D. Report Data

Answer: BC

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 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 9

Which ServiceNow solutions create automatic relationships?

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

Answer: BC

NEW QUESTION 10

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 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 11

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 13

DRAG DROP

Some steps need to be taken to transition from using legacy CMDB status attributes to CSDM lifecycle objects.

Drag and drop the objects / attributes to the correct descriptions.

life_cycle_stage_status

life_cycle_object

life_cycle_mapping

life_cycle_stage

Answer Area

This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.

This is a record attribute that reflects a meta-level state of the rec life cycle.

This is a record attribute that reflects a sub-level state of the reco life cycle.

This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

life_cycle_stage_status

life_cycle_object

life_cycle_mapping

life_cycle_stage

Answer Area

life_cycle_mapping

life_cycle_stage

life_cycle_stage_status

life_cycle_object

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NEW QUESTION 17

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 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 22

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 24

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 [cmdb_ci_app_server] and the Application table [cmdb_ci_appl]?

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- A. Many-to-many
- B. One-to-many
- C. Many-to-one
- D. One-to-one

Answer: A

NEW QUESTION 26

DRAG DROP

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality. Drag each ServiceNow product to the value it brings in supporting Incident Management.

Discovery

Hardware Asset Management

Risk Management

Service Portfolio Management

Answer Area

Delivers asset actions and events for the management and maintenance of assets during incidents

Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations

Offers detailed operational-level data on hardware and application to improve incident resolution

Provides life cycle information about services, helping to align incidents with the status and history of services

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Discovery

Hardware Asset Management

Risk Management

Service Portfolio Management

Answer Area

Hardware Asset Management

Risk Management

Discovery

Service Portfolio Management

Delivers asset actions and events for the management and maintenance of assets during incidents

Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations

Offers detailed operational-level data on hardware and application to improve incident resolution

Provides life cycle information about services, helping to align incidents with the status and history of services

NEW QUESTION 29

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 Score

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

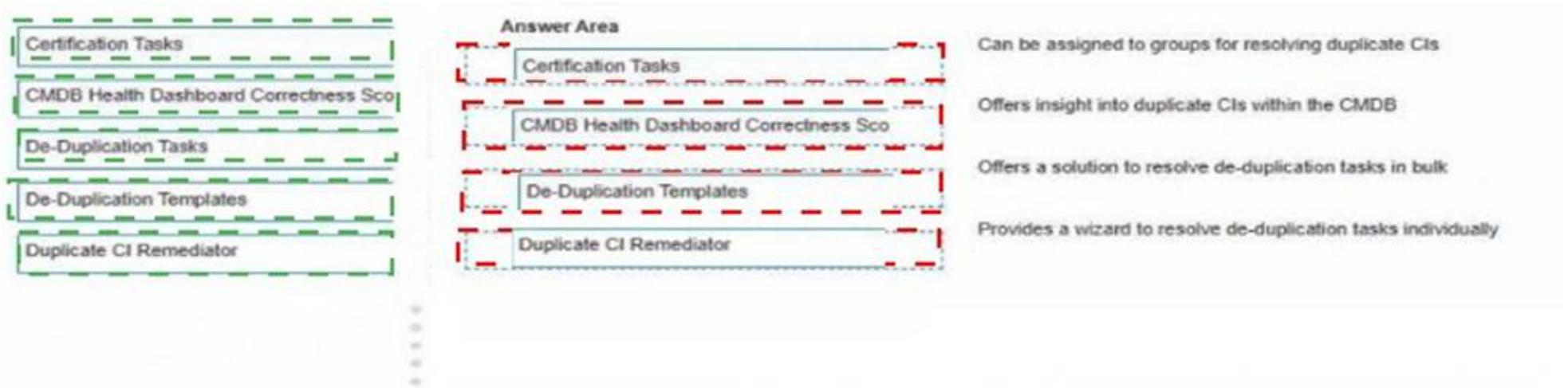
Offers a solution to resolve de-duplication tasks in bulk

Provides a wizard to resolve de-duplication tasks individually

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 33

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 35

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 36

A CMDB Administrator needs to identify which attributes have been created specifically for the Windows Server class. Which tab in the Attributes section is used?

- A. Child
- B. Added
- C. All
- D. Derived

Answer: B

NEW QUESTION 41

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 46

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 47

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 50

An organization is changing data centers and needs to know the consequences of the planned changes. How can Application Service Mapping be used as part of Change Management?

- A. To identify which devices will go offline first
- B. To understand the business impact of CIs
- C. To understand the physical location of CIs

Answer: B

NEW QUESTION 54

A CMDB Administrator needs to import external data into the CMDB. To reduce the risk of creating duplicates and prevent updates from unauthorized sources, it must be ensured that the Identification and Reconciliation Engine (IRE) is not bypassed.

What is the recommended method to import data into the CMDB utilizing the Identification and Reconciliation API?

- A. IntegrationHub ETL
- B. Table API (REST API or SOAP API)
- C. Import Sets and Transform Maps

Answer: A

NEW QUESTION 59

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 60

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 64

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 69

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