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NEW QUESTION: 1

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organization is updating the CMDB to include new asset types like IoT devices Relevant CI classes need to be added and outdated ones need to be removed from the Principal Class filler to ensure accurate display in ITSM processes.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: (SHOW ANSWER)

Managing CI classes and Principal Class designation is a schema-level CMDB activity that directly impacts how CIs appear in ITSM processes such as Incident, Change, and Problem. In ServiceNow, these activities require specific administrative privileges to ensure governance, security, and upgrade safety.

The sn_cmdb_admin role is required because it provides administrative access to CMDB structures, including CI class hierarchy management, Principal Class configuration, and overall CMDB governance.

Without this role, users cannot add, remove, or govern CI classes effectively.

The personalize_dictionary role is also required because adding or removing CI classes involves dictionary- level changes. CI classes are implemented as tables that extend the CMDB schema, and modifying the Principal Class filter relies on dictionary metadata. This role grants permission to create, modify, or remove class definitions safely.

The sn_csdm_admin role focuses on managing CSDM constructs (domains, services, lifecycle alignment) but does not grant dictionary or schema modification rights. The cmdb_query_builder role is used only for querying and reporting and does not allow structural changes.

Therefore, the two required roles are personalize.dictionary and sn_cmdb_admin, making Options A and B correct.

NEW QUESTION: 2

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: (SHOW ANSWER)

Within Data Foundations, "Configuration" includes designing the CMDB data model in a way that supports operational usability-especially for ITSM processes like Incident and Change. One common usability challenge is that CI reference fields (such as the Incident "Configuration item" field) can become cluttered and confusing if they allow selection from every CI class, including highly technical or rarely used classes. To address this, ServiceNow uses the concept of Principal Classes: a curated subset of CI classes that are considered primary for operational selection and reporting. Principal Classes are designated in the CI Class Manager, because this is where administrators configure and manage CI class behaviors and class-level settings. Defining Principal Classes at the class-management layer ensures that the platform can consistently apply this constraint across CI reference fields and related experiences. This aligns with Data Foundations goals: improving data quality and process outcomes by making it easier for users to select the correct CI, which in turn increases accuracy for assignment, routing, impact analysis, and analytics. The other options do not fit the responsibility. CMDB Workspace is primarily used for exploring and analyzing CMDB data, not configuring class-level constraints. CMDB Data Manager focuses on governance automation (like lifecycle policies and bulk remediation operations), not CI class designation rules. System Properties may influence global behaviors, but Principal Class designation is a modeling configuration handled through CI class configuration, which is why CI Class Manager is the correct location.

NEW QUESTION: 3

An Asset Manager wants to ensure that Asset records and CI records are kept synchronized automatically. How does the Manager do this? (Choose two.)

- A. Ensure that the business rule to update CI fields on change on the asset table is active
- B. Ensure that the business rule to update Asset fields on change on the CI table is active
- C. Ensure that scheduled jobs are run during off-business hours to ensure that sync happens
- D. Ensure one-to-one physical mapping between Asset and CI

Answer: ([SHOW ANSWER](#))

In Data Foundations, "Govern" includes maintaining consistency between closely related data domains so that operational and asset lifecycle processes remain trustworthy. For hardware endpoints (and other asset-backed items), Asset and CI records often represent the same real-world item from two perspectives: financial /lifecycle management (Asset) and operational/service context (CI). Automatic synchronization prevents drift such as different owners, locations, or statuses appearing in Asset vs CI, which can cause reporting errors, incorrect fulfillment decisions, and audit issues.

The platform supports synchronization through out-of-box synchronization logic (commonly implemented as business rules and related configuration) that updates the CI when an Asset changes, and updates the Asset when a CI changes-so the records stay aligned regardless of which team updates which record. Therefore, ensuring the Asset-to-CI update logic is active (A) and the CI-to-Asset update logic is active (B) is the right way to keep data synchronized automatically.

Option C is not required for synchronization; the intent is near real-time consistency driven by record changes, not batch jobs that run later. Scheduled jobs might exist for other maintenance activities, but they are not the primary mechanism for keeping Asset/CI synchronized. Option D is important as a data quality principle-ideally one Asset maps to one CI for physical items-but "ensuring one-to-one mapping" is not the automation mechanism itself. Automation is achieved through the active synchronization logic, which is why A and B are the correct answers.

NEW QUESTION: 4

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 ([LEAVE A REPLY](#))

In a mature Configuration Management implementation within ServiceNow, CI operational attributes are leveraged to automate Change Management workflows and reduce manual effort.

When a CI is selected on a Change record, ServiceNow evaluates the CI's Change Group attribute. If this field is populated on the CI, the platform automatically copies its value into the Change Group field on the Change form. This ensures that change ownership and governance are immediately aligned with the responsible technical team.

The Change Group is distinct from the Assignment Group, which is used primarily in Incident and Task routing. Managed by Group represents lifecycle ownership and is used by CMDB governance tools, while Approval Group controls approval workflows but is not auto-populated from CI selection. This behavior demonstrates the value of accurate CI attributes: once populated consistently, they enable automatic field population, reduced manual errors, and faster processing across ITSM workflows. Therefore, the correct answer is A - Change Group.

NEW QUESTION: 5

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: (SHOW ANSWER)

In ServiceNow, validating whether Configuration Items (CIs) still exist is a core CMDB governance activity. Over time, environments change rapidly-servers are decommissioned, cloud resources are torn down, and applications are replaced. If existence validation is not enforced, the CMDB quickly fills with obsolete or "ghost" CIs. Attestation policies are specifically designed to address this need. An attestation policy automatically generates and assigns tasks to responsible users or groups, asking them to confirm that a CI still exists and is still relevant. This process focuses on acknowledgment rather than deep data validation, making it lightweight and scalable across large CMDBs. Certification policies (Option A) are used when specific attributes must be validated, such as lifecycle status, support group, or environment. While important for data correctness, certification is not intended solely to confirm CI existence. Delete (Option B) and Retire (Option C) policies are lifecycle actions that remove or transition records, but they do not validate existence before taking action. Attestation integrates cleanly with CMDB Workspace, assigns tasks automatically, and supports auditability- ensuring accountability for CI ownership. This makes it the correct and Data Foundations-aligned policy type for validating CI existence. Therefore, Option D - Attestation is the correct answer.

NEW QUESTION: 6

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

servicenow
Answer:



Explanation:

Feature	Corresponding Outcome
Certification Tasks	Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard – Correctness Scorecard	Offers insight into duplicate CIs within the CMDB
De-duplication Templates	Offers a solution to resolve de-duplication tasks in bulk
Duplicate CI Remediator	Provides a wizard to resolve de-duplication tasks individually

In ServiceNow, duplicate CI management spans detection, insight, and remediation:
 The CMDB Health Dashboard - Correctness surfaces where duplicates exist and their impact, providing visibility and prioritization.
 Certification Tasks support governed resolution, allowing assignment to individuals or groups to validate and correct data.
 De-duplication Templates enable bulk remediation, ideal when standardized merge rules can be applied across many duplicates.
 The Duplicate CI Remediator offers a guided, record-by-record wizard, preserving relationships and history for safer individual resolutions.
 De-duplication Tasks are the work items generated by these processes, but they do not themselves represent an outcome-hence not applicable .
 This mapping aligns with CMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

NEW QUESTION: 7

WithCMDB 360 / Multisource CMDB,Dynamic Reconciliation Rulesare enabled. Based on management requirements, a CMDB Administrator needs to configure multiple Dynamic Reconciliation Rules. Which are availableDynamic Rule Typeswithin theCreate Reconciliation Rulewizard?(Choose 2 options)

- A. Smallest Value
- B. Most Reported
- C. Last Updated
- D. Last Created

Answer: (SHOW ANSWER)

CMDB 360 / Multisource CMDBextends the standard IRE by enablingDynamic Reconciliation Rules, which determine attribute values dynamically based on incoming data patterns rather than fixed source priority.

Within theCreate Reconciliation Rulewizard, two supporteddynamic rule typesare:
 Most Reported(Option B): selects the attribute value that is reported most frequently across all sources. This is useful when multiple sources contribute data and consensus is a strong indicator of correctness.
 Last Updated(Option C): selects the most recently updated value, which is useful for rapidly changing attributes such as IP address or operational state.

Option A (Smallest Value) and Option D (Last Created) are not supported dynamic reconciliation rule types in ServiceNow.
Dynamic reconciliation rules are particularly valuable in complex, multisource environments where rigid source precedence is insufficient and data confidence must be inferred.
Therefore, the correct answers are B - Most Reported and C - Last Updated.

NEW QUESTION: 8

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

CI Analyst

CMDB Process Owner

Configuration Manager/CMDB Admin

Service or Product Owner

Answer Area

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

Answer:

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

Explanation:

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

NEW QUESTION: 9

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: (SHOW ANSWER)

In Data Foundations, "govern" is not only about defining standards--it also includes implementing repeatable controls that keep CMDB data clean over time. CMDB Data Manager is the ServiceNow capability built specifically for policy-driven CI lifecycle operations such as deletion, archival, and attestation. Rather than relying on one-off scripts or manual cleanup, Data Manager applies consistent lifecycle rules at scale, which is a core expectation of CMDB Data Foundations governance.

The place to administer these lifecycle policies is within CMDB Workspace, under the Management area, where the Data Manager tools expose a dedicated Policies experience. From there, a Data Manager can create new policies, publish them, and manage existing policies used to automate lifecycle processing. This aligns with the intent of "keeping the CMDB healthy and efficient" because it operationalizes governance through automated, standardized actions and controlled approvals where needed.

By contrast, CI Class Manager is primarily for managing CI class definitions and class-level settings (for example, class configuration related to identification, reconciliation, and health rules), not for publishing CI lifecycle automation policies. "CMDB 360" is oriented toward exploring CI/service context, and "Service Operations Workspace" is designed for operational workflows rather than CMDB lifecycle policy administration.

NEW QUESTION: 10

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_app] ?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 11

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: (SHOW ANSWER)

In Data Foundations, the "Insight" topic is about making CMDB and service data easy to discover, understand, and use for operational decisions. Natural Language Queries (NLQ) support this by enabling admins and practitioners to ask questions in plain language (for example, finding specific CIs, services, or relationships) and quickly retrieve relevant results without navigating multiple tables and filters. NLQ is performed in CMDB Workspace because CMDB Workspace is the primary user experience for exploring configuration data, visualizing relationships, and consuming insights from the CMDB in a guided way. It is designed as the central hub where CMDB users validate CI information, examine dependencies, and use workspace capabilities to troubleshoot and analyze. NLQ fits naturally here: it accelerates discovery and analysis by reducing the need for advanced query building and manual report construction.

The other options are not the correct home for NLQ in the Data Foundations context. The CMDB Health Dashboard is focused on KPIs, completeness, correctness, and compliance scoring-showing what is wrong, not serving as the main interface for free-form natural language exploration. CI Class Manager is used for class modeling and class configuration tasks. CMDB Data Manager is used for governance automation such as lifecycle policies (attestation, archival, deletion) and controlled data operations. Therefore, the correct place for administrators to perform NLQ for CMDB exploration and analysis is CMDB Workspace.

NEW QUESTION: 12

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: ([SHOW ANSWER](#))

In Data Foundations, a low "Unique Locations" result indicates the CMDB contains duplicate Location records (or inconsistent location usage) that reduce data reliability for operational reporting and service analytics. This sits under "Insight" because the dashboard is highlighting a measurable quality issue, and the playbook provides a structured remediation path to restore confidence.

The recommended playbook-aligned process is to review the duplicate locations, determine which one is correct per the organization's naming and data standards, then re-point dependent records (CIs) to the correct Location before removing the duplicate. That sequence is essential: if you delete a duplicate location without first updating related CIs, you risk leaving CIs with missing/invalid location references, creating new completeness and correctness issues.

Option C matches best practice: validate which location record should remain, update all affected CIs (and any other dependent records) to use the correct location, and then delete (or retire/merge, depending on process controls) the duplicate record. Option B is risky because it skips validation and dependency updates.

Option D defeats the purpose of "Unique Locations" by allowing ongoing inconsistency. Option A is not the best fit because "Duplicate CI Remediator" is oriented toward CI duplicates; Location is typically a reference

/organization data domain and is handled through the specific remediation steps for that data set. Therefore, C is the recommended process.

NEW QUESTION: 13

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: ([SHOW ANSWER](#))

CSDM is designed to connect technology delivery to business consumption so organizations can answer questions like "who is impacted?" quickly and consistently. In a critical incident, the healthcare provider needs to identify impacted users in business terms-clinicians, admin teams, specific sites, or departments- rather than only listing technical components.

Option D ("Service Offerings by Department or Location") is the most CSDM-aligned data because it reflects who consumes the service and how that consumption is segmented. In CSDM, a Business Service / Service Offering represents what customers consume, and the offering can be associated with organizational constructs such as department, business unit, or location. For healthcare, this is especially valuable

because impact is often location-based (hospital site, clinic) and role-based (patient intake, scheduling, ward operations). Using service offerings and their consumer mapping helps quickly identify likely impacted user groups and prioritize communications and workarounds.

Option A (environment attribute) helps differentiate production vs non-production and can support prioritization, but it does not identify impacted users. Option B is historical context, not a reliable mechanism to determine current impacted users. Option C is useful operationally for listing impacted configuration items, but it is ITSM task data, not specifically CSDM consumer modeling. CSDM's value here is linking the technical disruption to the business consumer view via service offerings and consumption segmentation.

NEW QUESTION: 14

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: (SHOW ANSWER)

In CMDB modeling, accurately defining relationships is critical for impact analysis, service mapping, and Change Management. In this scenario, Application Servers can host multiple Applications, and Applications can also run across multiple Application Servers (for example, in clustered, load-balanced, or distributed architectures).

This architectural reality defines a many-to-many relationship between the Application Server table and the Application table.

In ServiceNow, many-to-many relationships are common for application hosting models, especially in modern environments that use horizontal scaling, redundancy, or containerized workloads. Modeling this correctly ensures that incidents, changes, and outages affecting a single server can be accurately traced to all impacted applications and vice versa.

A one-to-many or many-to-one relationship would incorrectly assume exclusivity in one direction, which does not reflect real-world application deployment patterns. A one-to-one relationship would be even more restrictive and inaccurate.

Therefore, the correct relationship type is A - Many-to-many, which aligns with CMDB best practices and CSDM service modeling principles.

NEW QUESTION: 15

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: (SHOW ANSWER)

Principal Classes are a key CMDB configuration concept used to control which CI classes are selectable in reference fields across ITSM processes. This helps reduce noise, prevent incorrect CI selection, and improve data quality.

In ServiceNow, Principal Classes are designated within the CI Class Manager. This tool allows CMDB administrators to manage the CI class hierarchy, define ownership, and explicitly mark classes as principal.

Once a class is marked as principal, its CIs become available in CI reference fields such as those on Incident, Change, and Problem forms.

Option A (CMDB Workspace) provides operational and analytical views but does not control schema-level class behavior. Option C (System Properties) does not manage class designation. Option D (CMDB Data Manager) governs lifecycle and data quality policies, not reference field behavior.

By configuring Principal Classes in the CI Class Manager, organizations ensure that only relevant, high-value CI classes are exposed to end users, aligning with Data Foundations best practices.

Therefore, the correct answer is B - CI Class Manager.

NEW QUESTION: 16

A CMDB Administrator wants to remove all Linux Servers in the organization that have not been updated in six months.

Which recommended actions should the Administrator take in Data Foundations?

- A. Create a business rule
- B. Create an archive policy
- C. Create a scheduled job

Answer: B (LEAVE A REPLY)

Removing obsolete or inactive CIs from the CMDB must be handled carefully to avoid data loss, audit issues, and unintended operational impact. In ServiceNow, the recommended and governed approach is to use an archive policy.

Archive policies are designed to manage CI lifecycle cleanup based on defined conditions such as class, last updated date, lifecycle status, or operational state. In this scenario, the condition would target Linux Server CIs that have not been updated in six months. Archive policies can either archive or permanently delete records in a controlled, auditable manner, ensuring compliance with data retention and governance standards.

Creating a business rule (Option A) is strongly discouraged for bulk CMDB cleanup because it introduces technical debt, upgrade risk, and unpredictable side effects. A scheduled job (Option C) may automate execution but lacks governance logic and lifecycle awareness on its own.

Archive policies integrate with CMDB Data Manager, provide visibility into actions taken, and support approval and rollback where appropriate. This aligns fully with Data Foundations best practices for maintaining a clean, accurate, and trusted CMDB.

Therefore, the correct and recommended action is B - Create an archive policy.

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NEW QUESTION: 17

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: (SHOW ANSWER)

In ServiceNow, protecting CMDB data quality during ingestion is a core Data Foundations principle. The Identification and Reconciliation Engine (IRE) is designed to ensure that CI records are uniquely identified, merged correctly, and protected from unauthorized overwrites. Any ingestion method that bypasses IRE introduces a high risk of duplicates and data corruption.

IntegrationHub ETL is the recommended method because it is natively designed to work with the Identification and Reconciliation API. When properly configured, IntegrationHub ETL ensures that incoming data is processed through IRE, applying identification rules, reconciliation rules, and source precedence. This allows multiple data sources to coexist safely while maintaining CMDB integrity.

Option B (Table API) is explicitly discouraged for CMDB ingestion because it writes directly to CMDB tables and bypasses IRE entirely, making it one of the most common causes of duplicate and conflicting CI records. While REST and SOAP APIs are powerful, they are not safe for CMDB ingestion unless they explicitly invoke the IRE API, which most generic table integrations do not.

Option C (Import Sets and Transform Maps) can be configured to call IRE, but this requires additional scripting and strict governance. Because of this complexity and higher risk of misconfiguration, it is not the recommended approach when safer, purpose-built options exist.

Therefore, IntegrationHub ETL is the verified and best-practice answer, making Option A correct.

NEW QUESTION: 18

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 ([LEAVE A REPLY](#))

The CMDB Data Manager is the ServiceNow capability responsible for generating actionable governance tasks and assigning them to CI class owners and data stewards. These tasks appear directly in the "My Work" tab within the CMDB Workspace, enabling proactive and role-based CMDB governance.

CMDB Data Manager focuses on data lifecycle management, including archival, retirement, and cleanup of CIs based on defined policies. When lifecycle rules or retention thresholds are met-or when human validation is required-the Data Manager creates tasks to prompt responsible owners to take action. This ensures that CMDB data remains accurate, compliant, and lean over time.

The CMDB Health Dashboard (Option C) provides visibility into health metrics such as completeness, correctness, and compliance, but it does not generate tasks. Similarly, De-duplication templates (Option A) support duplicate identification and remediation workflows, but they do not create ongoing governance tasks in the CMDB Workspace.

By surfacing tasks in "My Work," CMDB Data Manager operationalizes governance and embeds accountability into daily workflows, which is a key principle of CMDB Data Foundations.

Therefore, the correct answer is Option B - CMDB Data Manager.

NEW QUESTION: 19

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: (SHOW ANSWER)

In ServiceNow, the Compliance dimension of the CMDB Health Dashboard is driven by Data Certification.

To surface meaningful compliance results-such as identifying servers that are not on the latest patch-the platform requires a combination of Certification Policies, Data Filters, and Scheduled Jobs.

Certification Policies define what data must be validated and which attributes are subject to compliance checks (for example, patch level, OS version, or last update date). Data Filters scope the population-such as server classes only-ensuring the compliance evaluation targets the correct CIs. Scheduled Jobs automate when certifications run, keeping compliance scores current and reflective of the latest state.

Options A and C are incorrect because audits and stale/orphan/duplicate checks relate to other health dimensions (correctness and completeness), not compliance. Option B focuses on service modeling and group alignment, which does not directly drive compliance scoring for patch currency.

Therefore, configuring Certification Policies, Data Filters, and Scheduled Jobs is required to accurately measure and display patch compliance on the CMDB Health Dashboard.

NEW QUESTION: 20

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: (SHOW ANSWER)

The Unified Map in ServiceNow provides a consolidated view of services and their underlying components, integrating Discovery and Service Mapping data. To make this view actionable, Service Owners can apply filters to focus on relevant elements and reduce visual noise.

Filtering by CI type (Option A) is a core capability. It allows the Service Owner to show or hide categories such as servers, databases, load balancers, or applications-making it easier to analyze specific layers of the service.

Filtering by Business Criticality (Option D) is also available and highly valuable. This enables Service Owners to prioritize views around high-impact components, ensuring attention is focused on CIs that pose the greatest risk to service delivery.

Option B (Discovery source) is not typically exposed as a Unified Map filter because the map focuses on operational and service context, not ingestion provenance. Option C (Managed by group) is a governance attribute and is not a standard visual filter within the Unified Map.

Thus, the correct filter options are A - CI type and D - Business criticality.

NEW QUESTION: 21

A CMDB Configuration Manager is reviewing the metrics on the CMDB Health Dashboard - Correctness Scorecard for the Server class, which consists of 60,000 servers in the CMDB.

For the Duplicate metric, it shows Healthy CIs / Evaluated = 59,000 / 60,000 For the Orphan metric, it shows Healthy CIs / Evaluated = 45,000 / 50,000 Which configuration explains the difference in the scope of Server CIs evaluated (60,000 vs 50,000) between the two metrics?

- A.** The Orphan metric has a CMDB Group configured for the Server class
- B.** The Orphan metric has a Health Inclusion rule configured for the Server class
- C.** The Duplicate metric has a Health Inclusion rule configured for the Server class
- D.** The Duplicate metric has a CMDB Group configured for the Server class

Answer: (SHOW ANSWER)

In ServiceNow, each CMDB Health metric can independently define which CIs are in scope for evaluation.

This scoping is controlled primarily through Health Inclusion Rules, not CMDB Groups.

In this scenario, the Duplicate metric evaluates all 60,000 Server CIs, indicating no inclusion rule is restricting its scope. In contrast, the Orphan metric evaluates only 50,000 Server CIs, which means 10,000 servers are intentionally excluded from that metric's evaluation.

This difference is explained by a Health Inclusion rule configured specifically for the Orphan metric on the Server class. Health Inclusion rules allow administrators to define conditions-such as lifecycle state, environment, discovery source, or operational status-that determine whether a CI should be included in a specific health calculation. For example, retired servers or servers in build states may be excluded from orphan checks.

CMDB Groups are not used by the CMDB Health Engine to determine metric scope; they are used for reporting, assignment, and operational grouping. Therefore, Options A and D are incorrect. Option C is also incorrect because the Duplicate metric clearly evaluates the full population of 60,000 servers.

Thus, the scope difference is correctly explained by the Orphan metric having a Health Inclusion rule configured, making Option B the verified answer.

NEW QUESTION: 22

A CMDB Administrator has installed aService Graph Connectorand customized ascript transform.

What will happen on subsequent upgrades if thedefault 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: (SHOW ANSWER)

InServiceNow, Service Graph Connectors deliver data ingestion patterns usingprotected, upgrade-safe artifacts, including script transforms. When a customercustomizesa script transform provided by a Service Graph Connector, ServiceNow follows standardupdate set and upgrade behaviorto protect customer customizations.

During a subsequent upgrade, if the out-of-box (default) script transform definition changes, ServiceNow does not overwrite the customized version. Instead, the platform records a skipped change, indicating that an update was available but intentionally not applied due to a local customization. This ensures customer-specific logic is preserved while still maintaining transparency about what changed in the newer release. Option A is incorrect because upgrades do not halt due to customized transforms. Option C is also incorrect because Service Graph Connector upgrades proceed normally; they do not refuse to start because of customizations.

This behavior aligns with Data Foundations best practices: avoid modifying OOTB content when possible, but when customization is necessary, ensure it is protected during upgrades. Administrators should review skipped changes after upgrades to decide whether to manually adopt new OOTB logic.

Therefore, the correct answer is B - A skipped change is created and no change is made to the script transform definition.

NEW QUESTION: 23

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

Audit

Duplicate

Orphan

Recommended

Required

Stale

Answer Area

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

Fields necessary to create or update a CI record in the CMDB

CMDB records that no longer maintain their logical or physical relationships with other CIs

CMDB records that are no longer actively updated, but remain stored in the database

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

Answer:

Audit		
Duplicate	Duplicate	CMDB records that represent the same physical or logical asset multiple times
Orphan	Required	Fields necessary to create or update a CI record in the CMDB
Recommended	Orphan	CMDB records that no longer maintain their logical or physical relationships with other CIs
Required	Stale	CMDB records that are no longer actively updated, but remain stored in the database
Stale	Recommended	Fields that support the accuracy, completeness, and usability of CI records in the CMDB
	Audit	Actual values of specified fields are compared to the expected values defined in a template

Explanation:

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	Required
CMDB records that no longer maintain their logical or physical relationships with other CIs	Orphan
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	Recommended
Actual values of specified fields are compared to the expected values defined in a template	Audit

* Duplicate identifies data quality issues where the same asset is modeled more than once, violating CMDB trust principles.

* Required ensures minimum viable CI creation and update-critical for ingestion and lifecycle integrity.

- * Orphan highlights broken relationships, which directly impact impact analysis, Service Mapping, and Change Management.
- * Stale flags CIs that are no longer being refreshed by Discovery or other sources but still exist in the CMDB.
- * Recommended improves completeness and usability, supporting operational and reporting use cases without being mandatory.
- * Audit validates data correctness by comparing CI field values against predefined templates or policies.

This exact mapping is what ServiceNow expects in CMDB Health Dashboard-related exam questions and real-world implementations.

NEW QUESTION: 24

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: (SHOW ANSWER)

In the Common Service Data Model (CSDM), the Incident form is designed to capture operational impact and enable effective incident routing, prioritization, and communication. To achieve this, CSDM prescribes using classes that represent how services are delivered and consumed, not how they are planned or governed.

Application Service (Option A) is an appropriate class on the Incident form because it represents the technical service that is running in production and is directly impacted during an incident. Application Services are service-mapped, relate to underlying infrastructure, and support impact analysis, root cause investigation, and automated assignment. This makes them ideal for associating incidents with technical outages or degradations.

Service Offering (Option C) is also appropriate because it represents how a service is consumed by users or business units. Service Offerings allow Incident Management to understand who is affected, enable targeted communications, and support SLA/OLA alignment. For example, an email service offering for a specific department clearly identifies the impacted consumer group.

Business Application (Option B) is not recommended on the Incident form. Business Applications are logical representations used for portfolio, ownership, and governance purposes, not day-to-day operational incident handling. Using them directly on incidents can reduce precision and automation.

Service Portfolio (Option D) is a strategic construct used for service lifecycle management and is never associated with operational incidents.

Therefore, according to CSDM best practices, the correct classes used on the Incident form are Application Service and Service Offering, making Options A and C the correct answers.

NEW QUESTION: 25

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: (SHOW ANSWER)

To specifically improve data quality related to CSDM, the most effective and prescribed action is to use the CSDM Data Foundations Dashboard. In ServiceNow, this dashboard is purpose-built to assess and improve CSDM alignment, not just general CMDB hygiene.

The CSDM Data Foundations Dashboard focuses on service modeling readiness, highlighting gaps such as missing service ownership, incomplete relationships between Business Applications and Application Services, unmanaged services, and misaligned lifecycle states. It provides Get Well Playbooks that guide administrators through structured remediation using Analyze Data, Fix Data, and Govern Data plays directly tied to CSDM outcomes.

Option C (default CMDB Health Dashboard) is valuable, but it measures generic CMDB data quality dimensions (completeness, correctness, compliance) and does not specifically evaluate CSDM constructs or service modeling maturity. Option B (ServiceNow Health Scan) provides platform-wide configuration and performance recommendations, but it is not focused on CMDB or CSDM data quality.

Therefore, to improve CSDM-specific data quality, the administrator should use the CSDM Data Foundations Dashboard, making Option A the correct answer.

NEW QUESTION: 26

(Choose 2 options)

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: ([SHOW ANSWER](#))

CSDM significantly enhances Change Management by providing service-aware context, enabling better planning, risk assessment, and stakeholder communication.

One key benefit is the ability to identify blackout windows (Option A). Through CSDM-aligned Business Services, Service Offerings, and service calendars, Change Managers can clearly see when services are unavailable for change due to business constraints, regulatory requirements, or peak usage periods. This helps prevent changes from being scheduled during high-risk windows.

Another critical benefit is the ability to understand the impact of the change on services (Option D). CSDM establishes clear relationships between infrastructure CIs, Application Services, and Business Services.

When a change is proposed, these relationships enable accurate impact analysis, allowing Change Managers to assess risk based on business criticality rather than just technical scope.

Option B (root cause determination) is primarily a Problem Management function. Option C (dynamic routing of changes) is driven by workflow and approval logic, not directly by CSDM.

Therefore, the correct answers are A - Identify blackout windows and D - Understand the impact of the change on services.

NEW QUESTION: 27

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: ([SHOW ANSWER](#))

In CSDM version 5, enterprise-wide capability tracking is firmly positioned within the Design and Planning domain. This domain is specifically intended to support Enterprise Architecture, Portfolio Management, and Strategic Planning use cases, making it the correct choice for an Enterprise Architect working across the organization.

The Design and Planning (Design) domain focuses on answering "what the business needs and how it should be designed" before services are built or delivered. It includes core concepts such as Business Capabilities, Value Streams, Information Objects, Business Applications, and Architectural relationships. Business capabilities represent what an organization does to achieve its objectives, independent of organizational structure, technology, or implementation. This abstraction is essential for enterprise architects, especially in highly regulated industries like financial services, where strategic alignment and impact analysis are critical.

The other domains do not fit this requirement:

- * Foundation provides shared reference data (companies, locations, users) but does not model enterprise capabilities.
- * Build and Integration focuses on application development, CI/CD pipelines, and integration layers.
- * Service Consumption is concerned with customers, offerings, and how services are consumed.
- * Service Delivery models the operational and technical delivery of services, including infrastructure and runtime environments.

From a Data Foundations and CSDM governance perspective, tracking enterprise capabilities in the Design and Planning domain ensures:

- * Clear separation between strategy, design, and operations
 - * Alignment with ITIL 4 strategy and planning practices
 - * Strong support for impact analysis, rationalization, and transformation initiatives
- Therefore, Design and Planning (D) is the correct and fully aligned CSDM 5 domain for tracking enterprise capabilities.

NEW QUESTION: 28

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: ([SHOW ANSWER](#))

The CMDB Data Manager capability in ServiceNow is designed to support CMDB governance, specifically around data lifecycle management. Its primary purpose is to ensure that CI records are retained, archived, and deleted in accordance with defined retention policies, regulatory requirements, and organizational data governance standards.

As CMDBs mature, they naturally accumulate obsolete, retired, or decommissioned CIs. If these records are not properly managed, they negatively impact CMDB health, reporting accuracy, discovery reconciliation, and performance. CMDB Data Manager addresses this by automating the archival and deletion of records once lifecycle conditions and retention thresholds are met.

Option A is incorrect because encryption of archived records is handled by platform-level security and data protection features, not CMDB Data Manager. Option B is also incorrect because relationship rule enforcement is managed through CSDM guidance, CMDB relationship rules, and identification/reconciliation logic-not by CMDB Data Manager.

By automating retention-based archival and cleanup, CMDB Data Manager helps organizations maintain a lean, compliant, and high-quality CMDB, which directly supports CMDB Health metrics such as correctness and compliance.

Therefore, the correct and verified answer is Option C.

NEW QUESTION: 29

What is the value of using the CMDB in security operations? (Choose Two)

- A. Allows the security team to assess and remediate an incident
- B. Auto-resolves a vulnerability
- C. Enables audits and attestations across CIs
- D. Identifies the IT infrastructure with a vulnerability

Answer: ([SHOW ANSWER](#))

The CMDB plays a critical role in security operations by providing trusted, structured insight into the organization's IT landscape. When built according to Data Foundations principles-accurate discovery, governed relationships, and alignment to CSDM-the CMDB becomes an essential enabler for security incident response and vulnerability management.

Option D is correct because the CMDB allows security teams to identify exactly which IT infrastructure components are affected by a vulnerability. By correlating vulnerability scan results with configuration items (CIs), security teams can determine whether an issue exists on a server, application, cloud resource, or network device-and understand where that CI sits within the broader service context. This eliminates blind spots and reduces time spent investigating unknown or unmanaged assets.

Option A is also correct because the CMDB supports assessment and remediation activities during security incidents. Once affected CIs are identified, the CMDB provides ownership, support group, environment, and service relationships. This enables security teams to quickly route remediation tasks to the correct resolver groups, assess business impact, and prioritize response based on service criticality. While the CMDB does not perform remediation itself, it enables informed and coordinated action.

Option B is incorrect because vulnerabilities are not auto-resolved by the CMDB; remediation requires human decision-making and execution through security, patching, or change processes. Option C, while related to governance and compliance use cases, is more aligned with GRC and audit functions rather than day-to-day security operations, making it less appropriate for this question.

In summary, the CMDB's primary value in security operations is visibility and actionable insight, enabling faster identification, assessment, and response to security threats.

NEW QUESTION: 30

(Choose 2 options)

Which are values of CMDB?

- A. Strengthening operational resiliency
- B. Streamlining Incident and Change Management
- C. Automating maintenance for CI relationships

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D. Collecting and managing financial data

Answer: (SHOW ANSWER)

The CMDB is a foundational capability that enables organizations to operate IT services with confidence, resilience, and efficiency. Its value lies not in automation for its own sake or financial data management, but in how it supports service-aware operations and decision-making.

Strengthening operational resiliency (Option A) is a core value of the CMDB. By maintaining accurate configuration data and relationships, organizations can better understand dependencies, assess risk, and recover more quickly from incidents or outages. A trusted CMDB enables proactive problem management and informed change planning, directly contributing to resiliency.

Streamlining Incident and Change Management (Option B) is another primary value. Accurate CI data allows incidents to be routed automatically to the correct support groups, enables faster root-cause analysis, and supports risk-based change assessments. This reduces manual effort, improves response times, and lowers operational risk.

Option C is incorrect because automating CI relationship maintenance is a capability enabled by tools like Discovery and Service Mapping—not a value in itself. Option D is also incorrect because financial data management is the domain of IT Asset Management (ITAM) and Financial Management, not the CMDB's core value proposition.

In summary, the CMDB delivers value by improving operational resilience and optimizing ITSM processes, making Options A and B the correct answers.

NEW QUESTION: 31

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: (SHOW ANSWER)

When using Import Sets and Transform Maps to ingest data into the CMDB, it is critical that records are processed through the Identification and Reconciliation Engine (IRE) to prevent duplicates and enforce source precedence. In ServiceNow, this is achieved by invoking the IRE after the transform logic has completed.

The onAfter transform script is the correct place to call the IRE API. At this stage, the transformed data has already been mapped and prepared, allowing the IRE to correctly identify whether a CI already exists and reconcile updates according to defined rules.

The onBefore and onStart scripts execute too early—before data mapping is complete—making them unsuitable for IRE processing. The onComplete script runs after the entire import job finishes and is not intended for per-record CI identification and reconciliation.

Because Import Sets can bypass IRE if not configured correctly, using an onAfter script is a critical Data Foundations safeguard when this ingestion method is chosen.

Therefore, the correct answer is C - onAfter.

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NEW QUESTION: 32

(Choose 2 options)

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: (SHOW ANSWER)

Creating new CI classes is a high-impact configuration activity and must follow strict Data Foundations and CSDM-aligned best practices to avoid long-term technical debt and upgrade risk.

Option B is a recommended first step. Before creating any new CI class, administrators should install or update the CMDB CI Class Models Store application and verify whether an appropriate class already exists.

ServiceNow frequently delivers new CI classes through updates and class model packages, and duplicating an existing or planned class can lead to fragmentation and governance issues.

Option C is also correct. When a new class is truly required, it should be added under an appropriate parent class to inherit attributes, behaviors, and discovery patterns. For an IoT Sensor, this might be under a hardware or device-related parent class, ensuring consistency and minimizing customization.

Option A is incorrect and dangerous-deleting unused classes can break dependencies and historical data.

Option D is also discouraged; modifying existing classes to repurpose them violates upgrade-safe design principles and can negatively impact discovery, integrations, and reporting.

By verifying existing models first and extending the class hierarchy correctly, organizations maintain a clean, scalable, and upgrade-safe CMDB.

Therefore, the correct answers are B and C.

NEW QUESTION: 33

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: (SHOW ANSWER)

When organizations transition from legacy CMDB status fields (such as custom install status or operational status values) to CSDM-aligned lifecycle status fields, the goal is to map old values to standardized lifecycle stages without disrupting existing processes. In ServiceNow, this is achieved through the Life Cycle Mapping table.

The Life Cycle Mapping table is specifically designed to translate legacy or custom status values into CSDM lifecycle stages and statuses. This allows organizations to preserve historical data and integrations while progressively adopting CSDM standards. By modifying this table, administrators can define how existing status values correspond to CSDM lifecycle stages such as Plan, Build, Deploy, Operate, and Retire.

The Life Cycle Stage table (Option A) defines the standard stages themselves and should not be modified, as these are core to CSDM governance. Life Cycle Stage Status (Option C) defines valid statuses within a stage and is also part of the standardized model. Life Cycle Controls (Option D) enforce governance rules but do not perform value translation.

Therefore, to safely transition from legacy status fields to CSDM lifecycle statuses, the correct and supported approach is to modify the Life Cycle Mapping table, making Option B the correct answer.

NEW QUESTION: 34

A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provide Duplicate CI, Orphan CI, and Stale CI metrics.

Which scorecard provides this information on the CMDB Health Dashboard?

A. Correctness

B. Compliance

C. Completeness

Answer: (SHOW ANSWER)

In Data Foundations, "Insight" is about using health metrics to understand whether the CMDB is trustworthy and operationally usable. The CMDB Health Dashboard organizes health into scorecards that group related checks. When leadership asks for Duplicate CIs, Orphan CIs, and Stale CIs, they are asking about the CMDB's ongoing hygiene and adherence to governance expectations-not simply whether fields are filled in.

These three metrics align best with Compliance because they represent whether CI records comply with rules that keep the CMDB clean and current over time:

* Duplicate CIs indicate the identification and governance controls are not consistently preventing multiple records for the same real-world item.

* Orphan CIs indicate relationship governance gaps-records exist without expected relationships or context, reducing their operational value and often signaling incomplete ingestion or lifecycle control issues.

* Stale CIs indicate lifecycle management gaps-records are not being updated, attested, retired, or archived appropriately, which increases risk and noise in operational processes.

By contrast, Completeness focuses on whether required attributes are populated (owners, support group, environment, etc.). Correctness focuses on whether values and relationships are accurate and logically valid.

While duplicates/orphans/stale can affect correctness indirectly, the dashboard's grouping for these hygiene and lifecycle-oriented measures is best represented by Compliance, which is why B is the correct answer.

NEW QUESTION: 35

(Choose 2 options)

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: ([SHOW ANSWER](#))

This question tests understanding of reconciliation source priority in the Identification and Reconciliation Engine (IRE) in ServiceNow.

In reconciliation rules, lower numeric values represent higher priority. Therefore, the priority order is:

ServiceNow (100) - highest authority

Altiris (200)

SCCM (300) - lowest authority

Why A is correct

Because Altiris (200) has higher priority than SCCM (300), data from Altiris can update records originally inserted by SCCM. This is exactly how reconciliation precedence works-higher-priority sources can overwrite lower-priority ones.

Why C is correct

SCCM, even though it has the lowest priority, is still an authorized discovery source. It can insert new records into the Windows Server table when no existing CI is identified. Priority only affects updates, not the ability to create records.

Why B is incorrect

ServiceNow (priority 100) can update records from Altiris and SCCM because it has the highest priority. The statement incorrectly claims it cannot.

Why D is incorrect

SCCM does not have the highest authority. A higher numeric value means lower priority, so SCCM cannot update records created by higher-priority sources.

NEW QUESTION: 36

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: (SHOW ANSWER)

In ServiceNow CMDB governance, the CI Class Manager allows administrators to assign ownership and accountability at the class level. This ownership is used by governance tools-especially CMDB Data Manager-to automatically determine who receives tasks and actions related to data lifecycle management. The group reference field that aligns with class ownership and is consumed by CMDB Data Manager policies is the Managed By Group. This field represents the team responsible for the technical stewardship and lifecycle management of CIs within that class. When CMDB Data Manager executes policies such as retention, archival, or cleanup, it uses the Managed By Group to assign tasks to the appropriate data owners. This ensures governance actions are routed to the correct accountable team without manual intervention. Approval Group, Support Group, and Change Group serve different purposes. Approval Group is used for workflow approvals, Support Group is used for operational ticket routing, and Change Group supports Change Management governance. None of these reflect data ownership at the class level. Therefore, to leverage CI class ownership defined in the CI Class Manager within CMDB Data Manager policies, the correct field is Managed By Group, making Option B the verified answer.

NEW QUESTION: 37

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

- Application Service
- Business Service
- Technology Management Service (Technical Service)

Answer Area

- Logical representation of a deploy system or application stack.
- Published to Service Owners and underpins one ore more business or application Services.
- Published to Business Users and underpins one ore more business capabilities.

Answer:



Explanation:

Definition	Correct Service Type
Logical representation of a deployed system or application stack	Application Service
Published to Service Owners and underpins one or more business or application services	Technology Management Service (Technical Service)
Published to Business Users and underpins one or more business capabilities	Business Service

Within the Common Service Data Model (CSDM), service types are clearly defined to separate business- facing value, application logic, and technical enablement. Correct classification is foundational to impact analysis, ownership, reporting, and service visibility.

An Application Service is a logical representation of a deployed application or system stack. It models how an application runs, including servers, databases, middleware, and integrations. Application Services are typically created and maintained through Service Mapping and are primarily consumed by IT operations, DevOps, and support teams.

A Technology Management Service (also called a Technical Service) represents shared technical capabilities such as databases, authentication platforms, messaging systems, or cloud infrastructure. These services are published to Service Owners, not business users, and underpin one or more Application Services or Business Services. They are critical for understanding technical dependencies and risk but are not business-facing.

A Business Service is published to Business Users and directly supports business capabilities and outcomes. It represents what the business consumes , such as "Online Banking," "Order Fulfillment," or "Employee Onboarding." Business Services sit at the top of the CSDM hierarchy and are the anchor point for SLAs, experience, and value measurement.

Correctly distinguishing these service types ensures alignment with CSDM best practices, enables accurate impact analysis, and prevents common CMDB anti-patterns such as exposing technical services to business users or misrepresenting application stacks as business value.

NEW QUESTION: 38

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

Audit

Duplicate

Orphan

Recommended

Required

Stale

Answer Area

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

Fields necessary to create or update a CI record in the CMDB

CMDB records that no longer maintain their logical or physical relationships with other CIs

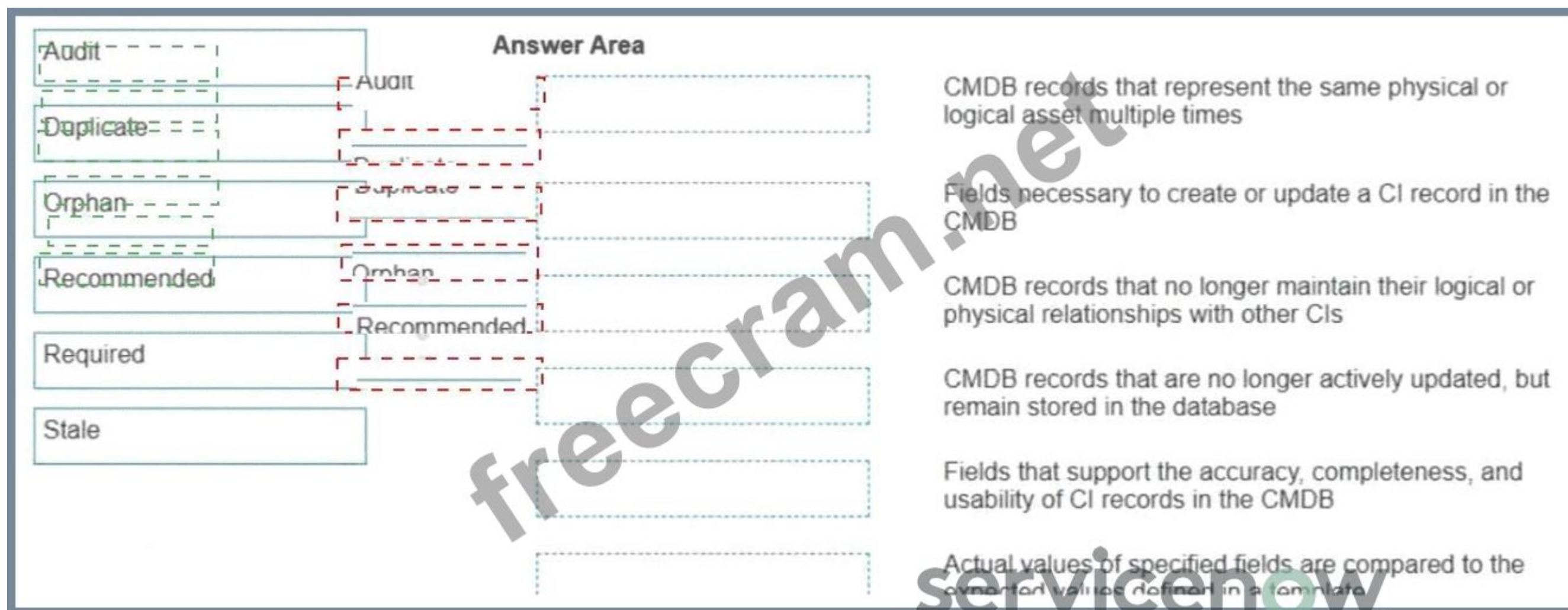
CMDB records that are no longer actively updated, but remain stored in the database

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

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Answer:



Explanation:

CMDB Health Metric	Description
Audits	Use these to compare actual values with expected values
Duplicate CIs	Use of these should be minimized
Orphan CIs	Certain attribute values are not set, or relationships are missing
Recommended fields	Preferable for them to be populated, as they could be useful in troubleshooting issues
Required fields	Detected during identification and reconciliation and have associated base system remediation tools
Stale CIs	Have not been updated and may be outdated

The CMDB Health Dashboard organizes data quality into practical, action-oriented metrics:

Audits validate correctness by comparing CI values against defined expectations (rules, policies, certifications).

Duplicate CIs represent redundant records and should be reduced to improve trust and reporting accuracy.

Orphan CIs lack required relationships or key context, limiting impact analysis and service visibility.

Recommended fields are not mandatory but add diagnostic value during incidents and problem investigations.

Required fields are enforced by the platform and closely tied to Identification & Reconciliation remediation.

Stale CIs signal aging data that no longer reflects the current environment.

This mapping aligns with CMDB Data Foundations best practices and how the Health Dashboard is designed to guide prioritization and remediation.

NEW QUESTION: 39

(Choose 2 options)

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: ([SHOW ANSWER](#))

The Agent Client Collector (ACC) in ServiceNow is designed to collect inventory data from endpoints that are not consistently reachable by traditional Discovery methods. ACC is especially valuable where credential- based, network-based discovery is impractical or impossible.

Devices in secure environments (Option C), such as isolated networks, restricted zones, or highly regulated environments, often block inbound discovery traffic. ACC runs locally on the device and securely sends inventory data outward, making it ideal for these scenarios.

Devices that intermittently connect to the network (Option D), such as laptops, remote endpoints, or roaming devices, are another core use case. Traditional Discovery requires the device to be reachable during scheduled scans, which is unreliable for mobile or off-network assets. ACC ensures inventory data is collected whenever the device is online.

Option A (data center servers) is better served by agentless Discovery, which provides deeper infrastructure and relationship data. Option B (network devices in the DMZ) are typically discovered using SNMP and network discovery, not ACC.

ACC complements Discovery as part of a layered ingestion strategy, ensuring accurate inventory coverage across diverse environments.

Therefore, the correct answers are C - Devices in secure environments and D - Devices that intermittently connect to the network.

NEW QUESTION: 40

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: ([SHOW ANSWER](#))

In Data Foundations for CMDB and CSDM, a dashboard indicator (like "Services Have Owners Identified") highlights a data quality condition--in this case, Services missing required ownership information. The playbook-driven remediation model typically follows a practical sequence: first you identify and validate the scope of the issue, then you correct the underlying records so the metric improves and remains sustainable.

The Analyze Data play is used to break down what the dashboard is reporting into actionable detail. It helps determine which Service records are failing the ownership requirement, what ownership fields are missing (for example, service owner / business owner / technical owner depending on configuration), and where the gaps are concentrated (by business unit, environment, lifecycle stage, or service portfolio segment). This ensures the remediation effort targets the correct records and avoids inaccurate assignments.

The Fix Data play is used to perform the actual remediation--populating or correcting the owner attributes on the Service records so accountability is clear and operational processes can route approvals, escalations, and service decisions correctly. In CSDM terms, clearly assigned owners enable proper stewardship of Service Portfolio and Service Offerings and improve downstream outcomes such as incident assignment accuracy, change impact analysis, and reporting reliability.

While Govern Data supports preventing recurrence (policies, controls, ownership model, and stewardship routines) and Report Data communicates progress, the two plays directly used to remediate the dashboard issue are Analyze Data and Fix Data.

NEW QUESTION: 41

A CMDB Administrator uses the CMDB Data Foundations Dashboard to gain insights into the CMDB.

The results display low scores for several metrics.

Which actions can the CMDB Administrator take to improve the CMDB Health? (Choose two.)

- A.** Focus on metric(s) with Critical and High priorities
- B.** Adjust the metrics using exclusion rules to improve the scores
- C.** Use the Remediation Playbooks linked beside each metric
- D.** Remove non-operational and retired CIs

Answer: A,C ([LEAVE A REPLY](#))

The CMDB Data Foundations Dashboard is designed to help administrators identify priority data issues and take structured remediation actions. When several metrics have low scores, the correct approach is not to randomly clean records or manipulate scoring rules. Instead, the administrator should prioritize the most important issues and use the recommended remediation guidance.

Option A is correct because Data Foundations emphasizes prioritizing metrics with Critical and High priority first. These metrics usually represent the most important issues affecting CMDB trust, operational readiness, service visibility, and downstream ITSM processes such as Incident, Change, and Problem Management.

Focusing on the highest-priority metrics ensures remediation effort is aligned with business and operational risk.

Option C is also correct because the dashboard provides Remediation Playbooks linked to specific metrics.

These playbooks give structured guidance for analyzing the issue, identifying impacted records, correcting the data, and improving governance so the problem does not return. This is the preferred Data Foundations approach because it supports repeatable, auditable, and best-practice remediation.

Option B is not recommended because changing exclusions simply to improve the score can hide poor data quality rather than fix it. Exclusion rules should only be used when records are legitimately out of scope.

Option D may be valid in some lifecycle cleanup scenarios, but blindly removing non-operational or retired CIs is not the primary recommended action for improving dashboard health.

NEW QUESTION: 42

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: ([SHOW ANSWER](#)**)**

In Data Foundations, "Govern" is about putting repeatable, controlled mechanisms in place to keep CMDB data healthy over time. Duplicate CI cleanup is a governance activity because duplicates degrade trust, break reporting, create incorrect service impacts, and cause operational confusion (for example, incidents linked to the wrong CI). The preferred approach is to use the guided and purpose-built de-duplication experience designed for CMDB administrators rather than relying on generic task lists or ad-hoc work.

The de-duplication dashboard in CMDB Workspace is the preferred place because it centralizes duplicate identification, prioritization, and remediation in a single operational experience. It typically provides visibility into suspected duplicates, helps users review records side-by-side, and supports controlled actions (such as merge/retire workflows, depending on configuration) while maintaining auditability. This aligns with Data Foundations' emphasis on standard processes and consistent remediation patterns rather than one-off manual fixes.

"My Tasks" is a generic work queue and does not provide the purpose-built context or tooling required to confidently resolve duplicates in a safe, repeatable way. A standalone "de-duplication task module" may exist as a navigation entry, but the recommended operational method is to use the workspace dashboard where duplicate remediation is organized and guided as part of CMDB health and governance.

Therefore, the correct answer is the de-duplication dashboard on CMDB Workspace.

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 (LEAVE A REPLY)

Comprehensive and Detailed Explanation (200-300 words)

Within ServiceNow Data Foundations, CMDB Data Manager provides multiple policy types to support governance, data quality, and lifecycle management of configuration items (CIs). The scenario described- confirming that servers recorded in the CMDB physically exist in the data center-is a classic example of existence validation and ownership confirmation, which is exactly the purpose of an Attestation policy.

An Attestation policy is designed to request a human validation from a responsible individual or group (such as a data center manager, platform owner, or infrastructure team). The policy generates attestation tasks that require reviewers to explicitly confirm whether a CI is valid, accurate, and still exists. This aligns directly with CMDB governance best practices and ITIL 4 Service Configuration Management, where periodic verification ensures trust in the CMDB as a system of record.

The other policy types do not meet this requirement:

- * Certification is typically used to validate compliance with defined data standards (e.g., mandatory fields populated), not physical existence.

- * Delete, Archive, and Retire are lifecycle actions, used after a CI has already been identified as obsolete or no longer required.

- * None of these options involve human confirmation of real-world existence.

From a CSDM and Data Foundations perspective, attestation supports:

- * CMDB accuracy and credibility

- * Audit and regulatory compliance (especially critical in financial services)

- * Clear accountability for CI ownership and validation

Therefore, when the goal is to confirm that servers actually exist, the correct and fully aligned CMDB Data Manager policy type is Attestation (E).

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