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NEW QUESTION: 1

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: (SHOW ANSWER)

In ServiceNow, de-duplication tasks generated by the Identification and Reconciliation Engine (IRE) are operational governance tasks that require action by CMDB administrators or data owners. These tasks are surfaced in a role-based and actionable manner to ensure they are addressed promptly. Within the CMDB Workspace, such tasks are accessed via the My Work tab, specifically under the Total status section. This area consolidates all actionable CMDB-related work items assigned to the user or their groups, including duplicate CI remediation tasks, data certification tasks, attestation requests, and lifecycle governance actions generated by CMDB Data Manager and IRE processes. Option A is incorrect because the Home tab focuses on high-level navigation and featured actions, not task execution. Option B is also incorrect because the Insights tab and feature adoption tiles provide visibility and analytics, not task management. By centralizing de-duplication tasks in My Work, ServiceNow ensures CMDB governance is embedded into daily operations, improving responsiveness and data quality while maintaining accountability. Therefore, the correct answer is C - Total status under the My Work tab.

NEW QUESTION: 2

A Configuration Manager is planning the implementation of the CMDB. Which is the prescribed CSDM rollout order?

- A. Initial, Developing, Defined, Managed
- B. Architecture, Business, Technical, Governance
- C. Initiate, Plan, Execute, Deliver, Close
- D. Crawl, Walk, Run, Fly

Answer: (SHOW ANSWER)

The Common Service Data Model (CSDM) prescribes an incremental, maturity-based rollout approach to reduce risk and ensure sustainable adoption. The recommended order is Crawl, Walk, Run, Fly, which aligns implementation effort with increasing organizational capability and value realization. Crawl focuses on foundational data hygiene: core CI classes, identification rules, reconciliation, basic Discovery ingestion, and CMDB Health basics.

Walk introduces service context, including Business Services, Application Services, and relationships that enable impact analysis for Incident and Change.

Run expands into operational excellence with Service Mapping, service offerings, advanced governance, and process automation.

Fly represents optimization and scale, leveraging analytics, AI/ML, proactive operations, and cross-domain integration (e.g., SecOps, APM, CSM).

This progression ensures teams do not over-model early or introduce complexity before data quality and governance are established. The other options describe generic project lifecycles or organizational categorizations, not the CSDM-recommended adoption path.

Therefore, the correct answer is D - Crawl, Walk, Run, Fly.

NEW QUESTION: 3

A global enterprise integrates data from multiple discovery sources such as ServiceNow Discovery, SCCM, AWS, and manual uploads to populate its CMDB. However, each discovery source categorizes the same CIs differently, leading to duplicate records and inconsistencies across the system. As a result, the CMDB team is struggling with data accuracy and standardization.

What actions does the CMDB team take to resolve the issue?

(Choose 2 options)

- A.** Allow each discovery source to define its own CI class, even if it results in inconsistencies
- B.** Create a custom script to manually adjust incoming data before storing it in the CMDB
- C.** Implement and use identification and reconciliation rules to avoid duplicates and standardize CI classification
- D.** Use CI Class Manager to establish standardized CI classes and attributes across all discovery sources

Answer: ([SHOW ANSWER](#))

The correct answers are C and D. Identification and reconciliation rules are essential because they control how incoming CI data is matched to existing records and how updates from different sources are reconciled.

This prevents duplicate CIs and ensures that authoritative sources update the correct attributes. CI Class Manager is also required because it provides governance over CI class structure, attributes, and inheritance.

Standardized CI classes prevent each source from classifying the same real-world object differently. Option A is the cause of the problem, not the solution. Option B introduces avoidable technical debt because custom scripts are harder to govern, maintain, and upgrade. A Data Foundations-aligned solution uses standard class governance plus IRE rules to enforce consistency across all sources.

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NEW QUESTION: 4

A CMDB Administrator needs the fastest time-to-value solution for effectively ingesting, managing, and maintaining CIs and relationships.

Which management tool will accomplish this to import Windows computer data from SCCM?

- A.** SCCM Usage Metering Spoke
- B.** Import set using JDBC data source connection to SCCM using transform maps
- C.** IntegrationHub ETL connection to SCCM using Robust Transform Engine (RTE)
- D.** SCCM Service Graph Connector

Answer: ([SHOW ANSWER](#))

The fastest and most supportable time-to-value option is the SCCM Service Graph Connector . Service Graph Connectors are purpose-built integrations for bringing third-party source data into the CMDB using ServiceNow-supported mappings, Identification and Reconciliation Engine processing, source tracking, and standardized class alignment. For SCCM specifically, the SCCM Service Graph Connector avoids the technical debt of building custom JDBC imports, transform maps, and scripts. Import sets and transform maps can work, but they require more implementation effort and create higher risk if IRE is not correctly invoked. IntegrationHub ETL with RTE is a stronger pattern than raw imports, but for SCCM the dedicated Service Graph Connector is still the fastest and most governed solution. SCCM Usage Metering Spoke is not the CMDB ingestion tool for Windows computer CI data. Therefore, D is correct.

NEW QUESTION: 5

A company has recently acquired another company and wants to unify the applications deployed across both organizations in ServiceNow.

Which CSDM record type will help achieve this?

- A.** Application Service [cmdb_ci_service_auto]

- B. Incident [incident]
- C. Application [cmdb_ci_appl]
- D. Business Application [cmdb_ci_business_app]

Answer: (SHOW ANSWER)

A Business Application represents a logical application from a portfolio, ownership, investment, risk, and lifecycle perspective. Following an acquisition, Business Application records allow the combined organization to compare overlapping applications, identify redundant functionality, establish authoritative application ownership, and decide which applications should be retained, consolidated, migrated, replaced, or retired.

An Application Service represents a deployed and operational instance of an application, such as a production or development service. The Application class represents executable software components running on infrastructure, while Incident is a process record and not part of application portfolio modelling.

Business Applications belong to the CSDM Design and Planning domain and support application portfolio management and rationalization. Therefore, they are the appropriate records for unifying and evaluating the applications inherited through the acquisition.

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NEW QUESTION: 6

A Configuration Manager responsible for a specific region wants to use the CMDB Health Dashboard to improve the data quality of the CMDB for that region. The Configuration Manager only sees the overall score and scores grouped by CI class.

How can the Configuration Manager get a score for regionally relevant CIs?

- A. On the CMDB Health settings, activate the option Group scores by region
- B. Customize the CMDB Health Dashboard scheduled jobs to group the results by region
- C. Create CMDB Groups with type Health by region

Answer: (SHOW ANSWER)

The correct answer is Create CMDB Groups with type Health by region . CMDB Health scores can be scoped to meaningful CI populations by using CMDB Groups. When a Configuration Manager needs region-specific health visibility, the correct design is to define CMDB Groups that represent the regional CI population and set the group type appropriately for health evaluation. This allows the dashboard to calculate and display scores for the relevant subset of CIs instead of only showing global or class-level scores. There is no standard "Group scores by region" switch that automatically creates regional scorecards. Customizing scheduled jobs is also a poor approach because it introduces unnecessary technical debt and can interfere with platform-supported health calculations. CMDB Groups provide the governed and supported way to scope health reporting to regional CI populations.

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NEW QUESTION: 7

What is the difference between Data Certification and Attestation policies when managing a CI?

- A. Attestation requires correcting specific attributes of a CI, while Data Certification tracks acknowledgement the CI still exists
- B. Attestation can be scheduled, while Data Certification cannot be scheduled
- C. Attestation can be assigned to a group or an individual, while Data Certification can only be assigned to an individual
- D. Attestation tracks acknowledgement the CI still exists, while Data Certification requires validating specific attributes of a CI

Answer: (SHOW ANSWER)

Within ServiceNow CMDB governance, Attestation and Data Certification serve distinct but complementary purposes. The key difference lies in what is being validated.

Attestation is focused on existence and ownership confirmation. When a CI is attested, the assigned user or group is asked to confirm that the CI still exists, is still relevant, and is still owned or managed by the appropriate team. No detailed attribute-level validation is required. This lightweight process is commonly used to prevent "ghost CIs" from lingering in the CMDB.

Data Certification, on the other hand, is more rigorous. It requires the certifier to validate specific attributes of the CI, such as lifecycle status, support group, environment, or service relationships. Certification ensures data correctness and completeness, which directly impacts CMDB Health scores and downstream processes like Change and Incident Management.

Options A, B, and C incorrectly describe these mechanisms or their assignment and scheduling capabilities.

Both attestation and certification can be scheduled and assigned flexibly, but their validation depth is what truly differentiates them.

Therefore, Option D correctly describes the distinction: attestation confirms existence, while data certification validates CI attributes.

NEW QUESTION: 8

What is the relationship between an Application and a Server?

- A. Application > Used by::Uses > Server
- B. Application > Uses::Used by > Server
- C. Application > Runs::Runs On > Server
- D. Application > Runs on::Runs > Server

Answer: (SHOW ANSWER)

In Data Foundations (CMDB and CSDM), relationship modeling must reflect real operational dependency so that incident triage, change impact analysis, and service visibility remain accurate. When an Application is hosted on a Server, the standard hosting-style relationship used in CMDB relationship governance is expressed as "Runs on::Runs". This pairing represents the two directional descriptors of the same relationship type: from the application perspective it runs on the server, and from the server perspective it runs the application.

This matters because CMDB relationships are used by downstream capabilities (for example, dependency views, impact calculations, and governance rules). Using the correct out-of-box relationship descriptor pair ensures consistent reporting and prevents confusion when teams traverse relationships "upstream" and "downstream." In addition, relationship governance rules and inheritance are commonly built around standard relationship types; using the correct "Runs on::Runs" semantics supports validation across subclasses (for example, specific application and server subclasses) without requiring custom relationship definitions.

The other options are either reversed ("Runs::Runs On"), represent different semantics ("Uses::Used by"), or do not align with the typical hosting relationship naming used for application-to-server hosting dependencies.

Therefore, the correct relationship expression between an Application and a Server is Application > Runs on::Runs > Server.

NEW QUESTION: 9

The CMDB Configuration Management team has successfully developed a healthy and trusted CMDB. They have integrated discovered infrastructure data, accurately referenced non-discoverable data (such as change and support group information), and made the CMDB service-aware using Service Mapping.

How will these improvements enhance the change management process? (Choose Two)

- A. Ensures that no changes result in service downtime, regardless of planning or execution
- B. Provides insight into the potential impact of the change
- C. Automatically schedules and deploys changes without human review or approval
- D. Enables auto-population of the assignment group field to dynamically route changes

Answer: B,D (LEAVE A REPLY)

A healthy and trusted CMDB that aligns with Data Foundations principles-covering accurate data ingestion, strong governance, and service-aware relationships-directly strengthens the insight available to Change Management. When discovered infrastructure data is integrated with well-maintained non-discoverable attributes (such as assignment groups, support groups, and ownership), the CMDB becomes a reliable source of truth for evaluating change risk and impact.

Option B is correct because Service Mapping establishes relationships between configuration items (CIs) and business services. This enables change practitioners to perform impact analysis, identifying which services, applications, and downstream components may be affected by a proposed change. Rather than relying on assumptions or tribal knowledge, change records can reference real dependency data, improving risk assessment, scheduling decisions, and stakeholder communication. This aligns directly with CSDM and CMDB best practices, where service context is essential for informed decision-making.

Option D is also correct because accurate, governed non-discoverable data-such as support and assignment groups-allows Change Management processes to dynamically route work. When a change is associated with a CI or service, the system can automatically populate the appropriate assignment group based on CMDB relationships. This improves efficiency, reduces manual errors, and ensures accountability across federated support models.

Options A and C are incorrect because a CMDB, regardless of maturity, cannot guarantee zero downtime, nor does it eliminate the need for human governance, approvals, and risk-based decision-making. Data Foundations enhance insight and control-not unchecked automation or absolute outcomes.

NEW QUESTION: 10

A Configuration Manager is implementing end-to-end service modeling and wants to get help on status and playbooks for improving the quality.

What does the Configuration Manager reference to obtain guidance?

- A.** Service Mapping Data Foundation Dashboard
- B.** CSDM Data Foundation Dashboard
- C.** CMDB Data Foundation Dashboard
- D.** CMDB Workspace

Answer: ([SHOW ANSWER](#))

The correct answer is CSDM Data Foundation Dashboard because the requirement is specifically about end-to-end service modeling and guided improvement through status and playbooks. CSDM guidance focuses on modeling services, application services, business applications, offerings, technical services, and their relationships. The CSDM Data Foundation Dashboard provides visibility into CSDM maturity and uses playbooks to guide remediation of weak or missing service-model data. Service Mapping is only one technical capability used to discover and map service relationships; it is not the overall governance dashboard for CSDM adoption. CMDB Workspace is the broader operational workspace for CMDB management, but the question asks for status and playbook-based guidance for CSDM service modeling quality. Therefore, the best reference point is the CSDM Data Foundation Dashboard.

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NEW QUESTION: 11

A CSDM Data Manager needs metrics concerning the alignment of product models, locations, and business units with best practices.

Which tab in the CSDM Data Foundations Dashboard provides this information?

- A.** Fly
- B.** Crawl
- C.** Foundation
- D.** Walk
- E.** Run

Answer: ([SHOW ANSWER](#))

The Foundation tab covers the shared reference and foundational data upon which the remaining CSDM domains depend. This includes organizational and reference structures such as companies, business units, locations, users, groups, product models, and related foundational records.

Product models establish standardized product definitions. Locations provide reusable geographical and physical context for CIs and services. Business units establish organizational context and accountability. If these records are duplicated, incomplete, or modeled inconsistently, later service modeling becomes unreliable.

The guide distinguishes Foundation from Design and Planning, Build and Integration, Service Consumption, and Service Delivery. It identifies Foundation as the area containing shared reference data such as companies, locations, and users.

Crawl, Walk, Run, and Fly are progressive implementation stages. They do not replace the Foundation dashboard category that directly assesses these shared reference-data domains.

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NEW QUESTION: 12

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: 13

As part of a CMDB improvement initiative, a team is evaluating the effectiveness of the CMDB Data Foundations Dashboard.

Which option describes a key benefit of the dashboard?

A. Improves visibility into CMDB health and data quality

B. Eliminates the need for CMDB audits

C. Automatically resolves all CMDB data issues

Answer: [\(SHOW ANSWER\)](#)

The CMDB Data Foundations Dashboard gives Configuration Management teams visibility into the condition, readiness, and quality of CMDB data. It presents curated metrics that expose gaps involving important attributes, configuration practices, relationships, ownership, and data-governance readiness. These results help administrators determine where corrective action is necessary and prioritize remediation according to operational risk.

The dashboard does not eliminate audits. Auditing, certification, attestation, and health calculations remain separate controls required to validate data. It also does not automatically correct every issue. Instead, the dashboard provides actionable findings and links to structured remediation playbooks that guide administrators through analysing, correcting, and governing the affected data.

The study guide specifically describes dashboard benefits as providing actionable insights for improving data quality and completeness and enabling CMDB health to be monitored over time. Therefore, improved visibility into CMDB health and data quality is the only accurate answer.

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NEW QUESTION: 14

Drag and drop the product to its description.

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- Agent Client Collector (ACC)
- ServiceNow Discovery
- Service Graph Connectors
- Service Mapping

Answer Area

Collects inventory and telemetry from devices using an installed agent, especially where agentless discovery is not practical

Automatically identifies devices and applications on the network and populates the CMDB with accurate, up-to-date information

Facilitates integration between ServiceNow and external systems to import and synchronize CMDB data

Builds the complete topology of services and shows how they are supported by underlying infrastructure and applications

Answer:

Drag and drop the product to its description.

Agent Client Collector (ACC)

ServiceNow Discovery

Service Graph Connectors

Service Mapping

Answer Area

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Explanation:

Agent Client Collector (ACC) # Collects inventory and telemetry from devices using an installed agent, especially where agentless discovery is not practical.

ServiceNow Discovery # Automatically identifies devices and applications on the network and populates the CMDB with accurate, up-to-date information.

Service Graph Connectors # Facilitates integration between ServiceNow and external systems to import and synchronize CMDB data.

Service Mapping # Builds the complete topology of services and shows how they are supported by underlying infrastructure and applications.

Each ingestion product has a specific role in CMDB Data Foundations. ServiceNow Discovery is primarily agentless and discovers infrastructure, applications, and relationships across the network. Agent Client Collector is agent-based and is useful for devices that are intermittently connected, remote, restricted, or difficult to scan through traditional Discovery. Service Graph Connectors are prebuilt, governed integrations used to bring third-party data into the CMDB while aligning with IRE and ServiceNow class models. Service Mapping focuses on service topology by identifying how application services depend on infrastructure and application components. The key distinction is that Discovery and ACC collect technical inventory, Service Graph Connectors integrate external sources, and Service Mapping builds service dependency models.

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NEW QUESTION: 15

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: 16

A CMDB Owner starts the CSDM journey and needs to become familiar with the CSDM domains.

Drag the CMDB objects to the correct CSDM domains.

servicenow

Application Service

Business Application

Business Process

Business Service

Answer Area

Design and Planning domain

Foundation domain

Service Delivery domain

Sell / Consume domain

Answer:

servicenow

Application Service

Business Application

Business Process

Business Service

Answer Area

Business Process

Business Application

Application Service

Business Service

Design and Planning domain

Foundation domain

Service Delivery domain

Sell / Consume domain

Explanation:

CMDB Object	CSDM Domain
Business Process	Design and Planning domain
Business Application	Foundation domain
Application Service	Service Delivery domain
Business Service	Sell / Consume domain

The Common Service Data Model (CSDM) organizes CMDB data into domains that reflect how services are planned, delivered, and consumed. Correct placement of objects is essential for reporting, ownership, and downstream ITSM, ITOM, and IRM use cases.

Design and Planning domain # Business Process

Business Processes describe how the business operates and what capabilities are required. These are planning constructs used to design services and applications before they are built or delivered.

Foundation domain # Business Application

Business Applications are foundational reference objects that represent what applications exist and who owns them . They anchor ownership, lifecycle, and governance but are not directly operational.

Service Delivery domain # Application Service

Application Services represent running, operational technical services (often created via Service Mapping).

They are central to Incident, Change, and Event Management, making them part of Service Delivery.

Sell / Consume domain # Business Service

Business Services represent what is offered to customers or consumers . They define value delivery, SLAs, and consumption context, which is why they belong in the Sell/Consume domain.

This mapping aligns with CSDM v5 guidance and ensures clear separation between planning constructs, foundational records, operational services, and consumer-facing services-a key principle for a scalable and governed CMDB.

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NEW QUESTION: 17

A CMDB Administrator is comparing the Unified Map to the Service Mapping map.

What are additional capabilities of the Unified Map? (Choose Two)

- A. Number of levels displayed on a map can be modified
- B. Map can be zoomed in and out
- C. Map nodes can be filtered based on user preferences
- D. Visibility to an application and the host it is installed on

Answer: (SHOW ANSWER)

The Unified Map is designed to provide enhanced visual insight and analysis across the CMDB by consolidating configuration item (CI) relationships from multiple sources-such as Discovery, Service Mapping, and manual relationships-into a single, interactive view. While traditional Service Mapping maps are optimized for modeling and understanding application-to-infrastructure dependencies, the Unified Map extends this capability with more flexible visualization and exploration features.

Option B is correct because the Unified Map allows users to zoom in and out, enabling both high-level overviews and detailed inspections of complex CI relationships. This capability is particularly valuable in large enterprise environments where services may span hundreds or thousands of infrastructure components.

Zoom functionality supports impact analysis, troubleshooting, and architectural reviews without overwhelming the user with unnecessary detail.

Option C is also correct because the Unified Map supports filtering of map nodes based on user preferences

. Administrators and analysts can filter by CI class, relationship type, lifecycle state, or other attributes, allowing them to focus on what is most relevant to their task-such as identifying only production CIs, security-relevant components, or a specific technology stack. This aligns strongly with Data Foundations principles by improving usability and decision-making without altering underlying data.

Option A is incorrect because modifying the number of levels displayed is a characteristic more closely associated with Service Mapping configuration rather than an added Unified Map capability. Option D is incorrect because visibility into an application and its host is a core Service Mapping function, not an enhancement unique to the Unified Map.

In summary, the Unified Map adds value by improving interactivity, flexibility, and user-driven insight across the CMDB.

NEW QUESTION: 18

(Choose 2 options)

A CMDB Administrator wants to create aCMDB queryto findall databases located in Seattle that are connected to application services. They also want toinclude incidents related to those databases.

Which actions should be taken to build this query?

A. Add to the canvas theIncidenttable from theNon-CMDB Tableslist

B. Add property columns to theApplication Servicenode

C. Add a filter to theDatabasenode forLocation = Seattle

D. Set the relationship level toup to 2nd-level relationships

Answer: ([SHOW ANSWER](#))

When building advanced CMDB queries usingCMDB Query BuilderinServiceNow, the correct approach is to modelCI scope,relationships, andtask contextexplicitly on the canvas.

To limit results to databases in a specific location, the administrator mustfilter the Database CI nodeby the Location attribute. Therefore,Option Cis required to scope the query toDatabase CIs where Location = Seattle.

To includeIncidents related to those databases, the Incident table must be added from theNon-CMDB Tableslist and linked through thetask_cirelationship. This is exactly whatOption Aprovides. CMDB Query Builder separates CMDB tables (CIs) from task and transactional tables, so incidents must be explicitly added from the Non-CMDB section.

Option B is incorrect because property columns on Application Services do not scope databases or incidents.

Option D is unnecessary because relationship depth alone does not include non-CMDB task data and does not filter by location.

Thus, the correct actions areA (add Incident table)andC (filter Database by location).

NEW QUESTION: 19

A CMDB Administrator must ensure that all servers have the latest patches installed. The Administrator is configuring Certification Templates for the Server [cmdb_ci_server] class to provide an additional check for the CMDB Health Dashboard Compliance scorecard.

Which audit type is included in the calculation of the scorecard KPI?

A. Architecture Compliance

B. Compliance

C. Desired State

Answer: ([SHOW ANSWER](#))

The Desired State audit type is included in the CMDB Health Compliance calculation. A desired-state audit compares the actual values stored on a CI against the values or conditions that the organization expects the CI to meet.

In this scenario, the organization's desired state is that every server must have the current approved patch level. A Certification Template can define the server population and attributes to be evaluated. The resulting audit identifies servers that do not satisfy the expected patch condition, and those results contribute to the Compliance KPI.

"Compliance" is the name of the overall CMDB Health scorecard, not the audit type selected for this check.

"Architecture Compliance" is not the applicable audit type for validating server patch-level attributes.

The Compliance scorecard uses audit results to determine whether CIs conform to defined organizational standards. Therefore, the correct audit type is Desired State .

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NEW QUESTION: 20

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 filter 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: 21

A Configuration Management Process Owner is preparing solution options for presentation to the technical governance board for ingesting custom CIs to the CMDB. The solution needs to align with best practice, minimize the cost of future work (technical debt), and ensure compliance with future upgrades.

Which solutions accomplish this? (Choose two.)

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

Answer: (SHOW ANSWER)

Data Foundations emphasizes that "ingest" must produce CMDB data that is standardized, supportable, and upgrade-safe. When introducing custom CIs, the best practice is to reuse the most appropriate existing CI class (or an approved industry-aligned model) and only add what is necessary-this keeps the data model aligned with platform expectations and reduces downstream rework.

Option B supports this directly: the CMDB CI Class Models application is intended to help teams select a suitable existing class rather than inventing new classes unnecessarily. Reusing existing classes improves consistency across integrations, Discovery/Service Mapping patterns, reporting, and CMDB Health rules- reducing technical debt and making future platform upgrades smoother.

Option A is also aligned with best practice when used correctly: once you have the right CI class, extending that class to add additional attributes (new fields) is a standard, upgrade-safe customization approach. It preserves the underlying platform data structures and avoids breaking out-of-box behaviors, identification /reconciliation practices, and CMDB Health evaluations.

Option C is not appropriate because Asset tables serve a different purpose (financial/lifecycle tracking) than CI tables (operational/service context). Mixing CI attributes into Asset classes creates confusion and process misalignment. Option D is strongly discouraged because repurposing and renaming base attributes creates long-term ambiguity, breaks shared semantics, and increases upgrade and maintenance risk.

NEW QUESTION: 22

A ServiceNow Administrator needs to create multiple new classes in the CMDB but wants to follow ServiceNow best practices for naming CMDB tables to prevent technical debt.

What is the starting prefix for all custom CMDB tables?

- A. u_ci_cmdb
- B. cmdb_ci
- C. u_cmdb_ci
- D. ci_cmdb

Answer: C (LEAVE A REPLY)

Custom CMDB class tables should begin with u_cmdb_ci . The u_ portion identifies a customer-created table, while cmdb_ci preserves the standard CMDB naming convention and clearly indicates that the table extends the Configuration Item hierarchy.

For example, appropriate custom class names may resemble u_cmdb_ci_custom_router or u_cmdb_ci_special_switch. The uploaded guide uses these exact naming patterns when discussing custom- class consolidation and the technical debt created by unnecessary custom classes.

Using only cmdb_ci would incorrectly suggest an out-of-box ServiceNow table. Prefixes such as u_ci_cmdb and ci_cmdb do not follow the standard hierarchy convention. Before creating any custom class, the administrator should still verify that a suitable supported class is not already available through the CMDB CI Class Models application.

=====

NEW QUESTION: 23

User endpoint devices are imported into the CMDB and populate the Assigned to [assigned_to] field on the Computer [cmdb_ci_computer] CI. The Asset team requests that Configuration Analysts populate the Assigned to field on the related Asset.

What action does a Configuration Analyst take to achieve this in an automated way?

- A. Hide the "Assigned to" field on the asset record and create a new field that dot-walks to the related CI to get the "Assigned to" value
- B. Configure a business rule on the computer table to use a script to populate the "Assigned to" field on the asset based on insert or update in the computer class "Assigned to" field
- C. Use the Asset CI Field Mapping module to create a new rule to replicate the "Assigned to" value between the asset and associated CI

Answer: (SHOW ANSWER)

Data Foundations strongly encourages using out-of-box synchronization mechanisms rather than custom scripting whenever possible, to reduce technical debt and improve upgrade safety. In this scenario, endpoint data is being ingested into the CI record, and the Asset team needs the corresponding Asset record kept in sync automatically for their asset management processes.

The recommended approach is to use Asset CI Field Mapping, which is designed specifically to map and synchronize fields between an Asset and its related CI. Creating or updating a mapping rule for "Assigned to" allows the platform to replicate the value in a controlled, supportable way without writing scripts. This approach aligns with best practices: standard configuration, clear governance, and minimal custom code.

Option B (a scripted business rule) can work technically, but it introduces maintenance risk, testing overhead, and potential upgrade fragility-exactly the kind of technical debt Data Foundations warns against when an OOTB capability exists. Option A (dot-walking) changes the user experience and does not truly populate the Asset field; it only displays a derived value and may not meet Asset team needs for reporting, exports, integrations, or lifecycle workflows that expect the Asset field to be set. Therefore, the best automated and best-practice solution is Asset CI Field Mapping.

NEW QUESTION: 24

(Choose 2 options)

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: ([SHOW ANSWER](#))

In ServiceNow, ingesting custom CIs must be done with a strong focus on upgrade safety, governance, and long-term maintainability. Data Foundations guidance explicitly discourages repurposing or overloading base classes, as this creates technical debt and upgrade risk.

Option B is a best practice because the CMDB CI Class Models Store delivers ServiceNow-supported CI classes that align with platform evolution. Before creating or extending classes, administrators should verify whether a suitable class already exists or has been introduced in newer releases. This avoids duplication and ensures future compatibility.

Option D is also correct. When no suitable class exists, extending an existing CI class (under the appropriate parent) to add required attributes preserves inheritance, discovery behavior, reporting, and upgrade compatibility. This approach is preferred over creating entirely new, disconnected schemas.

Option A is incorrect because repurposing base classes and renaming attributes breaks standard semantics, causes confusion, and complicates upgrades. Option C is incorrect because extending Asset tables to represent CIs conflates ITAM and CMDB concerns; assets and CIs serve different purposes and lifecycles.

Therefore, the solutions that minimize technical debt and ensure upgrade compliance are B and D.

NEW QUESTION: 25

A CMDB Administrator wants to use the CMDB and CSDM Data Foundations Dashboards.

Where can the Administrator obtain the dashboard?

- A.** It is active by default.
- B.** It is a paid application on the ServiceNow Store.
- C.** It is a free application on the ServiceNow Innovation Lab.
- D.** It is a free application on the ServiceNow Store.

Answer: ([SHOW ANSWER](#))

The CMDB and CSDM Data Foundations Dashboards are obtained from the ServiceNow Store as a free application. This is different from the standard CMDB Health Dashboard, which is part of the platform CMDB capability. The Data Foundations Dashboards provide guided visibility into CMDB and CSDM readiness, maturity, and remediation opportunities through metrics and playbooks. They are intended to help organizations improve CMDB quality and CSDM alignment without building custom dashboards from scratch. Option A is incorrect because this specific dashboard application is not simply active by default.

Option B is incorrect because it is not a paid Store application. Option C is incorrect because the correct source is the ServiceNow Store, not Innovation Lab. Therefore, the correct answer is D.

=====

NEW QUESTION: 26

A Configuration Manager needs to ingest third-party CIs into the CMDB.

Which method minimizes the risk of technical debt?

- A.** Vendor-provided integration
- B.** Service Graph Connector
- C.** Import Sets and Transform Maps
- D.** Table API

Answer: ([SHOW ANSWER](#))

The correct answer is Service Graph Connector . Service Graph Connectors are ServiceNow-supported ingestion solutions designed to bring third-party data into the CMDB using governed, repeatable, and upgrade-safer patterns. They are built to align with CMDB class models, Identification and Reconciliation Engine processing, source tracking, and ServiceNow data quality practices. This reduces custom scripting, unsupported mappings, and long-term maintenance burden. A generic vendor-provided integration may work, but it can introduce technical debt if it bypasses IRE, writes directly to CMDB tables, or uses unsupported mappings. Import Sets and Transform Maps can be used, but they require careful scripting and governance to avoid duplicates. Table API is the riskiest option because direct table writes can bypass CMDB identification and reconciliation logic. Therefore, Service Graph Connector is the best method to minimize technical debt.

=====

NEW QUESTION: 27

How is the CMDB aligned to business processes?

(Choose 2 options)

- A.** Enhances decision-making and operational efficiency across the organization
- B.** Enables the CFO/CIO to track software licenses
- C.** Provides a centralized view of configuration items and their relationships
- D.** Extends service delivery management to all enterprise departments

Answer: ([SHOW ANSWER](#))

The CMDB aligns to business processes by giving the organization a trusted operational data foundation.

First, it enhances decision-making and operational efficiency because Incident, Problem, Change, Risk, Security, and Service Management teams can assess impact, ownership, dependency, and priority using reliable CI and relationship data. Second, it provides a centralized view of configuration items and relationships , which is the core function of the CMDB. That centralized relationship model is what makes service impact analysis, change risk assessment, outage analysis, and operational routing possible. Tracking software licenses is primarily an IT Asset Management and Software Asset Management concern, not the main CMDB business-process alignment value. Extending service delivery management to all enterprise departments is too broad and belongs more to enterprise service management strategy than core CMDB alignment. Therefore, A and C are correct.

=====

NEW QUESTION: 28

A Data Center Manager is working with theCMDB CI Class Managerto define the relationship betweenApplication Serversand theApplicationsthey host. The company has multiple Application Servers that hostone or more Applications.

Which describes the relationship between theApplication Servertable and theApplicationtable?

- 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 Serverscan hostmultiple Applications, andApplications can also run across multiple Application Servers(for example, in clustered, load-balanced, or distributed architectures).

This architectural reality defines amany-to-many relationshipbetween the Application Server table and the Application table.

InServiceNow, 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 isA - Many-to-many, which aligns with CMDB best practices and CSDM service modeling principles.

NEW QUESTION: 29

A Platform Owner is building the governance team to support CSDM.

Drag the domain to the roles that make up the governance team.

Design Domain

Foundation Domain

Portfolio Domain

Technical Domain

Answer Area

Service Owner(s), Platform Owner

Technology Service Owner(s), Application Service Owner(s), Platform Owner

Enterprise Architect(s), Platform Owner

Enterprise Architect(s), Data Steward(s), Process Owner(s), Platform Owner

Answer:

Design Domain

Foundation Domain

Portfolio Domain

Technical Domain

Answer Area

Portfolio Domain

Technical Domain

Foundation Domain

Design Domain

Service Owner(s), Platform Owner

Technology Service Owner(s), Application Service Owner(s), Platform Owner

Enterprise Architect(s), Platform Owner

Enterprise Architect(s), Data Steward(s), Process Owner(s), Platform Owner

Explanation:

Design Domain # Enterprise Architect(s), Data Steward(s), Process Owner(s), Platform Owner

Foundation Domain # Enterprise Architect(s), Platform Owner

Portfolio Domain # Service Owner(s), Platform Owner

Technical Domain # Technology Service Owner(s), Application Service Owner(s), Platform Owner

CSDM governance requires the correct domain owners because each domain represents a different type of data accountability. The Design Domain is architecture-heavy and requires Enterprise Architects, Data Stewards, Process Owners, and the Platform Owner to ensure planning data is accurate and aligned. The Foundation Domain depends on shared platform reference data, so Enterprise Architects and the Platform Owner are key stakeholders. The Portfolio Domain is concerned with service ownership and service portfolio accountability, so Service Owners and the Platform Owner are the primary governance roles. The Technical Domain governs operational service and application service data, so Technology Service Owners, Application Service Owners, and the Platform Owner are needed. This division prevents one team from owning all CSDM data incorrectly and creates clear accountability.

NEW QUESTION: 30

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: 31

A Configuration Manager working in CMDB Workspace wants to see how CIs are connected to each other.

Which tool can be used?

- A. Unified Map
- B. Business Service Map
- C. Relationship Map

Answer: (SHOW ANSWER)

The correct answer is Relationship Map. In CMDB Workspace, the Relationship Map is used to visualize how Configuration Items are connected through CMDB relationships. This is useful when a Configuration Manager needs to understand dependency paths, parent-child relationships, hosted-on relationships, application-to-infrastructure relationships, or other CI-to-CI connections. Unified Map is more service-oriented and is typically used to understand the composition of a service and related operational context.

Business Service Map is focused on service-level visualization rather than general CI relationship inspection.

Since the question asks specifically how CIs are connected to each other, the most precise tool is the Relationship Map.

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NEW QUESTION: 32

An organization uses multiple data sources to update its CMDB, each assigned a different priority level. A high-priority data source is scheduled to update server records weekly. However, because of an integration issue, the high-priority data source stops updating the records.

Which configuration can allow a lower-priority data source to update records after a specified period of inactivity from the higher-priority source?

- A. Reconciliation Rules
- B. Data Refresh Rules

C. Identification Rules

D. Health Inclusion Rules

Answer: B ([LEAVE A REPLY](#))

Data Refresh Rules allow a lower-priority source to update an attribute when the higher-priority authoritative source has not refreshed that attribute within a configured period. This prevents CI data from remaining indefinitely outdated merely because the preferred source has stopped reporting.

Reconciliation rules establish the normal source priority and determine which authorized source wins when multiple sources report values for the same attributes. The guide confirms that source precedence is assigned through reconciliation rules. Data Refresh Rules supplement that precedence by defining a freshness exception: after the higher-priority source becomes inactive for the configured interval, a lower-priority source may supply a more current value.

Identification Rules determine whether an incoming payload matches an existing CI. Health Inclusion Rules control which CIs participate in CMDB Health calculations. Neither addresses temporary source inactivity or freshness-based update authorization.

=====

NEW QUESTION: 33

The ITSM Manager wants to use Technology Management Offerings, also known as Technical Service Offerings, to populate the support group of associated CIs.

What CSDM stage would this be completed in?

A. Run

B. Foundation

C. Fly

D. Crawl

E. Walk

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

The correct answer is Run. The Run stage of CSDM maturity focuses on operationalizing the service model so that it supports real ITSM and operational processes. Technology Management Services and Technical Service Offerings are used to represent technical services delivered by internal technology teams. When these offerings are connected to Dynamic CI Groups, operational ownership data such as Support Group and Managed By Group can be populated and maintained on associated CIs. This is beyond the basic Crawl and Walk stages, which focus on foundational CMDB data and initial service modeling. It is also not Fly, which represents more advanced optimization and enterprise-level maturity. Because the scenario is about using Technical Service Offerings to drive operational support alignment for CIs, it belongs to the Run stage.

=====

NEW QUESTION: 34

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

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

Answer Area	
	glide.identification_engine.multisource_enabled
	glide.identification_engine.multisource_cmdb_ci_enabled
	glide.cmdb.logger.source.cmdb_multisource
	glide.identification_engine.multisource_recompute_max_ci_limit

Answer:

Enables logging for CMDB 360	Enables CMDB 360	glide.identification_engine.multisource_enabled
Enables capturing CMDB 360 data for CIs from non-CMDB classes	Enables capturing CMDB 360 data for CIs from CMDB classes	glide.identification_engine.multisource_cmdb_ci_enabled
Enables CMDB 360	Enables logging for CMDB 360	glide.cmdb.logger.source.cmdb_multisource
Enables capturing CMDB 360 data for CIs from CMDB classes	Maximum number of CIs that can be included in a CMDB 360 recompute operation	glide.identification_engine.multisource_recompute_max_ci_limit

Explanation:

Functionality	System Property
Enables CMDB 360	glide.identification_engine.multisource_enabled
Enables capturing CMDB 360 data for CIs from CMDB classes	glide.identification_engine.multisource_cmdb_ci_enabled
Enables logging for CMDB 360	glide.cmdb.logger.source.cmdb_multisource
Maximum number of CIs that can be included in a CMDB 360 recompute operation	glide.identification_engine.multisource_recompute_max_ci_limit

In ServiceNow, CMDB 360 / Multisource CMDB extends the Identification and Reconciliation Engine (IRE) to support multi-source visibility, reconciliation, and confidence scoring. Configuration is controlled through system properties, each enabling a specific capability.

glide.identification_engine.multisource_enabled is the master switch that activates CMDB 360 functionality.

glide.identification_engine.multisource_cmdb_ci_enabled allows CMDB 360 to collect and evaluate data specifically from CMDB CI classes.

glide.cmdb.logger.source.cmdb_multisource enables detailed logging for troubleshooting multisource ingestion and reconciliation.

glide.identification_engine.multisource_recompute.max_ci_limit protects performance by limiting how many CIs can be processed during a recompute operation.

Capturing CMDB 360 data from non-CMDB classes is not supported, which is why no property applies to that option.

This mapping aligns with Data Foundations and CMDB governance best practices, ensuring CMDB 360 is enabled safely, transparently, and at scale.

NEW QUESTION: 35

An organization is using CMDB Query Builder to find all application services with a database that has incidents and all infrastructure in those application services.

Which steps does the organization take to build this query?

(Choose 2 options)

A. Use a CMDB Query to include application services and their related infrastructure

B. Add a non-CMDB table to the query

C. Use a Service Mapping Query to include non-CMDB tables like the Incident table

D. Use a Service Mapping Query to find all incidents related to the database

Answer: ([SHOW ANSWER](#))

The organization should use a CMDB Query to identify application services and their related infrastructure because those records are CMDB classes and relationships. CMDB Query Builder is designed to traverse CMDB relationships, such as application services to databases, servers, and supporting infrastructure. Since the requirement also includes incidents, the query must include a non-CMDB table because Incident is a

/process table, not a CMDB CI class. That is why adding a non-CMDB table to the query is required. A Service Mapping Query is not the correct approach for adding Incident data; Service Mapping is used to discover and visualize service topology, not to build mixed CMDB and task-table analytical queries.

Therefore, the correct steps are using a CMDB Query for application services and infrastructure, then adding the non-CMDB Incident table.

=====

NEW QUESTION: 36

Which metric or metrics are displayed on the CMDB Health Dashboard Correctness scorecard?

A. Audit

B. Duplicate, Orphan, and Staleness

C. Recommended and Required

Answer: ([SHOW ANSWER](#))

The Correctness scorecard evaluates whether CI data accurately represents the real environment. It includes the Duplicate , Orphan , and Staleness metrics.

Duplicate identifies cases where the same real-world configuration item is represented by multiple CMDB records. Orphan identifies CIs that lack expected relationships or supporting context. Staleness identifies records that have not been updated within the configured period and may no longer represent active infrastructure.

The other choices belong to different CMDB Health KPIs. Audit belongs to Compliance because it evaluates whether CI values satisfy defined standards or desired-state conditions. Required and Recommended belong to Completeness because they measure whether mandatory and useful attributes are populated.

Therefore, Duplicate, Orphan, and Staleness are the metrics shown under Correctness.

=====

NEW QUESTION: 37

A retail organization needs to ensure that incidents affecting customer-facing services are resolved quickly to reduce potential revenue loss.

Which CSDM attribute is used to prioritize these services?

- A. Assignment Group on the CI record
- B. Business Criticality in the Service Offering
- C. Service classification in the Technical Service
- D. Affected CIs in the Incident record

Answer: ([SHOW ANSWER](#))

Business Criticality in the Service Offering is the correct CSDM attribute because the requirement is prioritization based on business impact. Customer-facing services that affect revenue should be modeled and prioritized according to their business importance, not only by technical ownership or affected infrastructure. In CSDM, Service Offerings represent consumable versions of services and can carry important business context such as audience, availability expectations, and criticality. Business Criticality helps Incident, Change, and operational teams understand which services require faster response because disruption would create greater business or customer impact. Assignment Group is used for routing work, not determining service priority. Service classification in a Technical Service describes the nature of a technical service, not customer-facing business impact. Affected CIs identify technical scope, but they do not directly express revenue or business criticality. Therefore, Business Criticality in the Service Offering is the correct prioritization attribute.

NEW QUESTION: 38

In a company, there is a need to understand the CSDM maturity level required. Different stakeholders listed several use cases they expect over time.

Which use case requires information objects?

- A. The Asset Management team wants to understand asset lifecycle compliance in a Business Application context
- B. The Event Operations team wants to automate their events into incidents for operational actions
- C. The Customer Service team wants to onboard proactive case management
- D. The SecOps team wants to understand the operational risk in the Business Application context
- E. The Business Service Management team wants to understand the operational impact for their consumer parties

Answer: ([SHOW ANSWER](#))

Within the Common Service Data Model (CSDM), information objects are used to represent non-CI data entities that provide important business or governance context but are not configuration items themselves.

These objects are especially important when extending service visibility beyond pure infrastructure and application relationships.

The use case described in Option A—understanding asset lifecycle compliance in a Business Application context—explicitly requires information objects. Asset lifecycle data (such as financial state, depreciation, warranty, and compliance milestones) is typically managed in IT Asset Management (ITAM) and must be associated to Business Applications without converting every asset-related data point into a CI. Information objects enable this linkage while maintaining clean CMDB boundaries.

Option B focuses on event-to-incident automation, which relies on CIs, technical services, and operational relationships, not information objects. Option C (proactive case management) is primarily a CSM and service offering use case. Option D (SecOps risk context) relies on application services and business application relationships, not information objects. Option E (business service impact) is addressed through service modeling and service mapping, again without requiring information objects.

Information objects are introduced as organizations mature and need to integrate governance, financial, or compliance data with service and application models—making asset lifecycle compliance the correct match.

Therefore, the correct answer is A.

NEW QUESTION: 39

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]?

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

Answer: ([SHOW ANSWER](#))

In Data Foundations, "Configuration" includes modeling CI relationships in a way that reflects real-world technology dependencies and supports operational use cases such as impact analysis, troubleshooting, and service mapping. For "Application Servers host Applications," the scenario describes that multiple Application Servers can host one or more Applications. In most enterprise environments, the reverse is also true: an Application can be hosted across multiple Application Servers (for example, horizontal scaling, clustered deployments, active-active architectures, and separate servers for different tiers or components of the same application).

Because both sides can have multiple related records, the correct logical relationship is many-to-many:

- * One Application Server # hosts many Applications

- * One Application # can be hosted on many Application Servers

In ServiceNow CMDB terms, many-to-many relationships are represented through the CMDB relationship model (parent/child relationships), enabling the platform to store multiple relationship records linking servers and applications without forcing an unnatural single-reference constraint. This supports better CMDB quality and stronger downstream outcomes-especially for incident triage ("what apps are affected if this server is down?") and change impact analysis ("what servers could be impacted if we change this app component?").

A one-to-many or many-to-one model would incorrectly restrict either the server to one application or the application to one server, which does not align with common hosting patterns and would reduce the CMDB's usefulness and accuracy.

NEW QUESTION: 40

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: 41

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: 42

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: ([SHOW ANSWER](#))

In CSDM 5, production line monitoring systems (such as SCADA, MES, IoT telemetry platforms, and operational monitoring tools) are technical systems responsible for operating, monitoring, and supporting services, not for designing them or consuming them. These systems directly align with the Service Delivery (Manage Technical) domain.

The Service Delivery domain is used to model how services are technically delivered and operated, including the infrastructure, platforms, and operational technologies that ensure availability, performance, and reliability. In a manufacturing context, production line monitoring systems continuously observe equipment health, throughput, alerts, and operational metrics-making them part of the technical service delivery layer.

Option A (Build and Integration) applies to CI/CD pipelines and system construction activities. Option B (Foundation) focuses on base CIs such as locations, people, and organizations. Option C (Service Consumption) models how customers or consumers use services, which is not applicable here. Option D (Design and Planning) is used for service architecture and planning artifacts, not live operational systems.

Therefore, production line monitoring systems correctly belong in Service Delivery (Manage Technical), making Option E the correct answer.

NEW QUESTION: 43

(Choose 2 options)

A CMDB Administrator has built a number of Technology Management Service Offerings (Technical Service Offerings) based on Dynamic CI Groups to better maintain group alignment for the member CIs.

Which groups are synced to CIs from the offering that has a relationship to a Dynamic CI Group?

- A. Approval Group
- B. Managed by Group
- C. Owned by Group
- D. Support Group

Answer: ([SHOW ANSWER](#))

In ServiceNow, Dynamic CI Groups are a core Data Foundations capability used to automatically manage CI membership based on rules rather than manual maintenance. When Technology Management Service Offerings (Technical Service Offerings) are related to Dynamic CI Groups, ServiceNow uses those relationships to synchronize operational support attributes to the member CIs.

The two CI attributes that are intentionally designed to sync in this model are the Managed by Group and the Support Group. These groups directly influence operational ownership and support routing, which is why they are automatically aligned when Dynamic CI Groups are used. This ensures that incidents, changes, problems, and operational tasks are routed consistently as CI membership changes over time.

The Support Group defines who provides day-to-day operational support and is critical for Incident and Request Management workflows. The Managed by Group represents the team responsible for the technical lifecycle and operational health of the CI. Synchronizing these attributes eliminates manual updates and reduces misrouted tickets, which is a key goal of Configuration Management maturity.

The Approval Group (Option A) is not synced because approvals are process-driven and often context- specific rather than CI-driven. Similarly, the Owned by Group (Option C) represents accountability or financial ownership, which is intentionally decoupled from dynamic operational grouping to avoid unintended governance changes. Therefore, the correct answers are B (Managed by Group) and D (Support Group).

NEW QUESTION: 44

Which are CMDB Data Manager end-of-life policy types?

(Choose 2 options)

- A.** Disposed
- B.** Lost
- C.** Decommission
- D.** Archive
- E.** Retire

Answer: ([SHOW ANSWER](#))

Archive and Retire are the correct CMDB Data Manager end-of-life policy types from the listed options. End-of-life governance in CMDB focuses on handling CI records that are no longer operationally active or no longer required in the active CMDB. A Retire policy is used when CIs should be moved out of active operational status while preserving lifecycle accuracy. An Archive policy is used when records should be removed from active operational use but retained for recovery, audit, or compliance purposes. Disposed and Lost are typically lifecycle status values used in asset or CI lifecycle tracking, not CMDB Data Manager policy types in this context. Decommission describes an operational lifecycle action or state transition, but it is not the Data Manager policy type being tested here.

Therefore, the valid end-of-life policy types are Archive and Retire.

NEW QUESTION: 45

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: ([SHOW ANSWER](#))

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: 46

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: (SHOW ANSWER)

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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NEW QUESTION: 47

A CMDB Manager uses CMDB 360/Multisource CMDB to maintain and improve CMDB quality.

Why would the Manager use CMDB 360/Multisource CMDB?

- A.** To ingest data from multiple data sources by using Service Graph Connectors
- B.** To ingest data from multiple data sources by using Import Sets
- C.** To populate the CMDB from multiple data sources
- D.** To identify CI attributes from multiple data sources

Answer: (SHOW ANSWER)

CMDB 360, also known as Multisource CMDB , provides attribute-level visibility into the data contributed by different discovery and integration sources. It enables an administrator to examine which source supplied a particular attribute, compare competing values, identify missing source contributions, and understand how reconciliation selected the final value stored on the CI.

The guide explains that CMDB 360 reveals gaps in attribute data and differing attribute values across sources.

These insights help administrators diagnose reconciliation conflicts, inappropriate source precedence, incomplete integrations, and inconsistent discovery results.

CMDB 360 is not itself the mechanism used to ingest records. Service Graph Connectors, IntegrationHub ETL, Import Sets, and Discovery perform ingestion. CMDB 360 instead preserves and exposes the source-level contributions after ingestion so that data owners can investigate and improve multisource data quality.

=====

NEW QUESTION: 48

The CMDB Administrator group seeks to filter specific CI classes that display on the CMDB Health Dashboard. This ensures that only relevant data is displayed, excluding items that are not ready for management. Which feature can the group utilize to achieve this goal?

- A.** Health Inclusion Rules
- B.** Identification Rules
- C.** Reconciliation Rules
- D.** Data Refresh Rules

Answer: ([SHOW ANSWER](#))

Health Inclusion Rules are used to control which CI records are included in CMDB Health calculations and dashboard display. This is exactly what the question requires: filtering specific CI classes or CI populations so that only relevant and management-ready data contributes to health reporting. Identification Rules are used by the Identification and Reconciliation Engine to determine whether an incoming CI matches an existing CI or should create a new record. Reconciliation Rules control which data source can update specific attributes.

Data Refresh Rules are not the correct CMDB Health scoping mechanism. Health Inclusion Rules allow organizations to exclude irrelevant, transitional, retired, unmanaged, or not-yet-ready CIs from health scoring so the dashboard reflects meaningful and actionable data. Therefore, A is correct.

NEW QUESTION: 49

A CMDB Architect intends to build a CMDB using CSDM guidance.

Which CMDB tables will the architect use to build the CSDM Sell/Consume domain?

- A.** Application Service, Technology Management Service, Technology Management Offering
- B.** Business Capability, Information Object, Business Application
- C.** Business Service Offering, Business Service

Answer: ([SHOW ANSWER](#))

The correct answer is Business Service Offering and Business Service. In CSDM, the Sell/Consume domain represents how services are presented to and consumed by business users, customers, or consumers. Business Services describe the business-facing services delivered by the organization, while Business Service Offerings represent the specific consumable versions of those services, often differentiated by audience, location, service level, availability, or entitlement. Option A belongs more closely to technical service delivery and management, not Sell/Consume. Option B belongs to Design and Planning, where Business Applications, Business Capabilities, and Information Objects are modeled. Since the question specifically asks for the Sell /Consume domain, the correct tables are Business Service and Business Service Offering.

=====

NEW QUESTION: 50

(Choose 2 options)

A CMDB Administrator is evaluating whether to monitor the metrics provided on the CMDB Data Foundations Dashboard.

Which benefits support the decision to continually monitor the results on this dashboard?

- A.** Provides a list of all CIs that failed health audits
- B.** Provides metrics on active CIs updated in the last 90 days
- C.** Provides metrics for CIs processed by the Identification and Reconciliation Engine (IRE)
- D.** Reports on all orphan CIs in the CMDB

Answer: ([SHOW ANSWER](#))

The CMDB Data Foundations Dashboard in ServiceNow is intended to provide ongoing, trend-based visibility into how well the CMDB ingestion and maintenance processes are functioning-not just point-in-time issue lists. This is why continual monitoring of its metrics is valuable.

Option B is correct because tracking active CIs updated in the last 90 days provides a strong indicator of data freshness and operational relevance. A healthy CMDB should reflect recent updates from Discovery, integrations, and governed manual processes. Monitoring this metric over time helps organizations detect stagnation, discovery failures, or integration issues early.

Option C is also correct because metrics for CIs processed by the Identification and Reconciliation Engine (IRE) directly indicate the effectiveness and adoption of governed ingestion practices. Consistent IRE processing confirms that integrations are not bypassing identification rules, reducing duplicates and improving trust in CMDB data. Trending this metric helps validate Data Foundations maturity.

Option A is incorrect because the dashboard is not designed to provide exhaustive audit failure lists; those are handled through certification and remediation workflows. Option D is also incorrect because orphan CIs are a specific health condition surfaced via health rules and remediation tools, not a core benefit metric for continual dashboard monitoring.

Therefore, the correct answers are B and C.

NEW QUESTION: 51

A CMDB Administrator is asked to create a query using CMDB Query Builder that displays all operational CIs belonging to a specific Application Service.

Which steps provide the desired outcome?

A. Add the Application Service and Configuration Item classes to the canvas.

Configure the relationship between the classes.

Add the Operational Status and Name fields as columns.

Run the query.

B. Add the Application Service and Configuration Item classes to the canvas.

Configure the relationship between the classes.

Define a filter for the Application Service name and the operational status of the configuration items.

Run the query.

C. Add the Business Application, Application Service, and Configuration Item classes to the canvas.

Define a filter for the Application Service name and the operational status of the configuration items.

Configure the relationship between the classes.

Run the query.

Answer: ([SHOW ANSWER](#))

The query must contain the Application Service and Configuration Item nodes, the appropriate relationship between those nodes, and filters that restrict the results to the named Application Service and operational CIs.

Option A only adds Operational Status and Name as result columns. Displaying a field as a column does not filter records according to that field, so non-operational CIs could still appear.

Option C unnecessarily adds the Business Application class. The requirement is to find CIs belonging to a specific Application Service; no Business Application condition or relationship is required. Adding unnecessary classes can complicate the query and potentially alter its results.

CMDB Query Builder is designed to traverse relationships between CMDB classes. The guide similarly explains that Application Services and their related infrastructure should be represented through a CMDB query and connected through CMDB relationships.

Therefore, the correct sequence is Option B.

=====

NEW QUESTION: 52

A CMDB Administrator is working in the CI Class Manager on the Basic Info tab.

How can the class be set as a Principal Class?

A. Click the Principal Class UI Action button

B. Check the Principal Class check box

C. Select "Yes" from the Principal Class choice list

Answer: ([SHOW ANSWER](#))

A CI class is set as a Principal Class from the Basic Info tab in CI Class Manager by selecting the Principal Class check box. Principal Classes are important because they control which CI classes are treated as primary, operationally meaningful classes in CMDB processes and reference fields. For example, Principal Classes influence which CIs appear in key task fields such as Configuration Item fields on Incident, Change, and other ITSM records. This keeps users from selecting low-level or irrelevant child records when the business process expects a meaningful CI. There is no separate requirement to click a dedicated Principal Class UI Action, and it is not configured through a Yes/No choice list in this scenario. The Basic Info tab exposes the class-level property directly, so checking the Principal Class checkbox is the correct configuration action.

NEW QUESTION: 53

A Configuration Management team needs to prevent duplicate server records to avoid confusion among users.

Server records are identified when they are processed by the Identification and Reconciliation Engine (IRE) using the configured identification rules.

Where would these rules be configured?

- A.** CMDB Health Dashboard
- B.** CMDB CI Class Manager
- C.** CMDB Workspace
- D.** CMDB Data Manager

Answer: B ([LEAVE A REPLY](#))

Identification rules are configured through CMDB CI Class Manager . These rules define how the Identification and Reconciliation Engine determines whether an incoming CI already exists or whether a new CI record should be created. For server records, identification rules usually rely on attributes such as serial number, name, hostname, hardware identifiers, or other class-specific criteria. If these rules are weak or missing, duplicate server records can be created during Discovery, Service Graph Connector imports, or other integrations. The CMDB Health Dashboard detects health issues such as duplicates, but it is not where identification rules are configured. CMDB Workspace provides operational access to CMDB capabilities, but CI Class Manager is the correct configuration location. CMDB Data Manager governs lifecycle policies, not IRE identification logic. Therefore, the correct answer is B.

=====

NEW QUESTION: 54

A CMDB Configuration Manager intends to implement CMDB Data Manager delete and archive policies for all server records in the New York data center.

In which lifecycle state would servers be affected by these new policies?

- A.** End of Life - Retired
- B.** Inventory - Available
- C.** In any lifecycle state
- D.** Missing - Stolen

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

Delete and archive policies are designed for end-of-life CMDB lifecycle governance. They should apply to records that are no longer active operational CIs and have reached an appropriate retired state. End of Life - Retired is the correct lifecycle state because it indicates that the CI has completed its useful operational lifecycle and can be governed through archival or deletion according to retention rules. Applying delete or archive policies to Inventory - Available records would be dangerous because those CIs may still be valid and usable. "In any lifecycle state" is wrong because unrestricted archival or deletion can remove active, dependent, or operationally important records. "Missing - Stolen" is more aligned with asset disposition and exception handling, not the standard CMDB Data Manager delete/archive target state. Therefore, these policies should affect servers in End of Life - Retired.

=====

NEW QUESTION: 55

Which shows the most complete list of policy types that are provided by CMDB Data Manager?

- A.** Retire, Archive, Attestation, Certification, and Delete
- B.** Attestation, Retire, and Certification
- C.** Archive and Delete

D. Delete, Attestation, Retire, and Certification

Answer: ([SHOW ANSWER](#))

CMDB Data Manager supports multiple governance policy types because CMDB lifecycle management is broader than simply deleting or certifying records. The complete set represented here is Retire, Archive, Attestation, Certification, and Delete. Retire policies support lifecycle transition of CIs that should no longer be active. Archive policies remove records from active operational use while preserving them according to retention requirements. Delete policies permanently remove records when they no longer need to be retained. Attestation policies validate that a CI still exists or is still relevant. Certification policies require users to validate and potentially correct specific CI attribute values. Options B, C, and D are incomplete because each omits at least one major CMDB Data Manager policy type. Option A is therefore the best answer because it includes both lifecycle/removal policy types and validation-focused policy types.

NEW QUESTION: 56

A ServiceNow Administrator wants to implement Service Graph Connectors to provide integrations to many third-party solutions that the company wants integrated into the CMDB Which categories of connectors are available to the Administrator"?

A. Cloud

B. Observability

C. DevOps

D. Workflow Automation

Answer: ([SHOW ANSWER](#))

Service Graph Connectors are a key Data Foundations ingestion capability in ServiceNow. They provide out-of-the-box, upgrade-safe integrations that ingest data into the CMDB using the Identification and Reconciliation Engine (IRE), ensuring data quality and source governance.

Two primary categories of Service Graph Connectors are:

Cloud (Option A): These connectors integrate with major cloud providers and platforms (such as AWS, Azure, and GCP) to ingest infrastructure, platform, and service data into the CMDB. They are essential for managing hybrid and multi-cloud environments and maintaining accurate cloud CI relationships.

Observability (Option B): These connectors integrate with monitoring and observability tools (such as APM, infrastructure monitoring, and telemetry platforms). They provide near-real-time operational data that enriches CI records and supports incident correlation, impact analysis, and service health insights.

Option C (DevOps) is incorrect because DevOps integrations are typically handled through CI/CD tools and workflow integrations rather than Service Graph Connectors. Option D (Workflow Automation) is unrelated; Service Graph Connectors focus on data ingestion, not process orchestration.

Therefore, the correct connector categories are Cloud and Observability, making Options A and B the correct answers.

NEW QUESTION: 57

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: 58

Which ServiceNow feature provides predefined integrations specifically designed to simplify integration with external systems?

- A. Agent Client Collector (ACC)
- B. Identification and Reconciliation Engine (IRE)
- C. Service Mapping
- D. Service Graph Connectors

Answer: ([SHOW ANSWER](#))

Service Graph Connectors are predefined, vendor-specific integrations that import and synchronize external data with the ServiceNow CMDB. They are generally delivered through the ServiceNow Store and use standardized mappings, supported class models, source tracking, and Identification and Reconciliation Engine processing. This reduces the amount of custom scripting and transformation logic required to integrate third- party platforms.

Agent Client Collector is an agent-based inventory and telemetry collection mechanism. IRE identifies incoming CIs and controls how authorized sources update CMDB attributes, but it is an underlying data-processing engine rather than a packaged external-system integration. Service Mapping discovers and models Application Service dependencies; it is not a library of predefined third-party connectors.

The Data Foundations material describes Service Graph Connectors as prebuilt Store integration solutions requiring minimal customization. It also identifies them as the preferred method for third-party CI ingestion when minimizing technical debt and maintaining upgrade compatibility are priorities.

=====

NEW QUESTION: 59

(Choose two options.)

A CMDB Administrator is considering whether to start using the playbooks provided on the CMDB Data Foundations Dashboard.

Which benefits support the decision to use this feature?

- A. Offers remediation templates to improve poorly performing metrics
- B. Offers insight into the downstream impacts of poorly performing metrics
- C. Offers automated scripts to resolve poorly performing metrics
- D. Offers remediation options to address and improve poorly performing metrics

Answer: ([SHOW ANSWER](#))

CMDB Data Foundations Dashboard playbooks explain why a deficient metric matters and provide recommended actions for improving it. This includes insight into downstream consequences such as duplicate creation, inaccurate assignment, unreliable impact analysis, weak service context, incorrect reporting, or ineffective Incident, Change, and Security Operations processes.

The playbooks also provide remediation options. These guide administrators through analysing affected records, identifying responsible data sources, correcting existing data, and introducing governance controls to prevent the condition from returning. The guide describes remediation playbooks as structured guidance for analysing issues and implementing targeted corrective actions.

They are not automatically executed scripts. Human analysis, source correction, ownership decisions, and governance changes are generally required. They are also more than generic remediation templates because their value includes contextual impact information and metric-specific recommendations.

Therefore, the two stated benefits are downstream-impact insight and remediation options, making B and D correct.

=====

NEW QUESTION: 60

A CMDB Administrator has imported data into the ServiceNow CMDB from a third-party source by using a Service Graph Connector. The Administrator wants to review specific field-to-field mappings for the import.

Which feature shows this information?

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- A. Integration Hub
- B. CMDB Integrations Dashboard
- C. IntegrationHub ETL

Answer: (SHOW ANSWER)

The CMDB Integrations Dashboard provides visibility into integrations that populate the CMDB, including Service Graph Connector activity and mapping information. It enables administrators to inspect how source data is mapped to ServiceNow target classes and fields, review connector execution information, and investigate ingestion or mapping problems.

Service Graph Connectors are prebuilt, governed integrations that import third-party data into the CMDB through standardized class mappings and IRE processing. They are intended to minimize custom transformations and preserve source and reconciliation information. The guide describes Service Graph Connectors as upgrade-safe integrations that ingest external data while applying Identification and Reconciliation Engine controls.

Integration Hub is the broader integration and automation framework, not the specific dashboard for reviewing Service Graph Connector field mappings. IntegrationHub ETL is a separate tool for building and managing ETL transformations. It does not serve as the inspection dashboard for mappings belonging to an installed Service Graph Connector.

Therefore, B is correct.

NEW QUESTION: 61

A CMDB Administrator is evaluating solutions to automate the recurring ingestion of third-party infrastructure data into the CMDB.

Which capabilities does ServiceNow IntegrationHub ETL provide?

(Choose two options.)

- A. Provides a guided interface to extract data from external sources, transform it to match ServiceNow data structures, and load it into target tables.
- B. Requires knowledge of SQL and scripting languages to configure data transformations.
- C. Replaces Discovery and Service Mapping by continuously monitoring all infrastructure components in real time.
- D. Natively integrates with the Identification and Reconciliation Engine to apply identification and reconciliation rules during CMDB data ingestion.

Answer: (SHOW ANSWER)

IntegrationHub ETL provides a guided, low-code Extract, Transform, and Load experience. Administrators can define a source, map source fields and relationships to ServiceNow target structures, transform the data through the Robust Transform Engine, and execute recurring imports.

It also integrates with the Identification and Reconciliation Engine for CMDB targets. Incoming CI data is processed against identification rules to determine whether a record should be inserted or updated.

Reconciliation rules and source precedence then control whether the source is permitted to update specific attributes.

IntegrationHub ETL does not inherently require SQL or extensive scripting for normal transformations. It also does not replace Discovery or Service Mapping. Discovery actively identifies infrastructure and technical relationships, while Service Mapping builds application-service topology. IntegrationHub ETL primarily imports and transforms data supplied by an external source.

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NEW QUESTION: 62

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: 63

Drag the ServiceNow product to the outcomes by utilizing the CMDB.

Instructions: Two drag handles (shown as a series of dots) allow you to resize the columns to better view the text.

To move an item, click and hold the text in the left column, then drag and drop it into the appropriate box in the right column.

Asset Management

Change Management

Event Management

Incident Management

Answer Area

Tracks the lifecycle of a CI

Automates incident creation based on threshold configuration

Uses the CMDB to identify and resolve issues faster

Benefits the impact on downstream CIs when planning for an upgrade

Answer:



Explanation:

Asset Management # Tracks the lifecycle of a CI

Asset Management uses CMDB and asset data to track an item throughout its lifecycle, including procurement, deployment, operation, maintenance, retirement, and disposal. This helps the organization understand both the operational status of the CI and its financial or contractual information.

Event Management # Automates incident creation based on threshold configuration Event Management collects events from monitoring tools and evaluates them against configured rules and thresholds. When a threshold is exceeded or a significant alert is generated, ServiceNow can automatically create an incident and associate it with the affected CI in the CMDB.

Incident Management # Uses the CMDB to identify and resolve issues faster Incident Management uses CI records and relationships to determine which component is affected, who supports it, and which services depend on it. This provides technicians with accurate context, enabling faster assignment, troubleshooting, impact assessment, and resolution.

Change Management # Identifies the impact on downstream CIs when planning for an upgrade Change Management uses CMDB relationships to evaluate the potential impact of a planned change. Before upgrading a server, application, or other CI, the change team can identify dependent and downstream CIs or services that could be affected, reducing the risk of outages or unexpected disruption.

NEW QUESTION: 64

A Business Relationship Manager in an organization wants to implement Service Portfolio Management (SPM) and present offerings to business consumers.

Which CSDM domain does this align with?

- A. Design and Planning
- B. Build and Integration
- C. Service Delivery
- D. Service Consumption

Answer: D (LEAVE A REPLY)

The correct answer is Service Consumption. Service Portfolio Management focuses on defining, organizing, and presenting services and offerings to business consumers. In CSDM, this aligns with the Service Consumption, or Sell/Consume, domain. This domain explains how business-facing services and offerings are made available to users, departments, locations, or customer groups. Design and Planning is concerned with strategic planning objects such as Business Applications, Business Capabilities, and Information Objects.

Build and Integration focuses on development and delivery pipelines. Service Delivery focuses on the technical operation and management of services. Since the scenario is about presenting offerings to business consumers through Service Portfolio Management, it clearly belongs to Service Consumption.

=====

NEW QUESTION: 65

Where can a CMDB 360 / Multisource CMDB Saved Query be viewed and created in the CMDB Workspace?

- A.** Coverage window on the CMDB 360 tab
- B.** Saved queries window on the Insights tab
- C.** CMDB Query Builder
- D.** Saved queries window on the CMDB 360 tab

Answer: ([SHOW ANSWER](#))

In Data Foundations, "Insight" focuses on turning configuration data into actionable visibility. CMDB 360 (often associated with Multisource CMDB capabilities) provides a guided experience in CMDB Workspace for exploring CI data and running queries across sources. Within this experience, Saved Queries are managed directly under the CMDB 360 area of CMDB Workspace because they are part of the CMDB 360 query-and-analysis workflow.

A CMDB 360 Saved Query is not the same as a generic CMDB Query Builder query created from classic navigation modules. The CMDB 360 experience typically uses a tile/window approach where users can view existing saved queries, create new queries, modify them, and run them to retrieve CMDB 360 data aligned to multisource reporting and analysis. Keeping saved queries on the CMDB 360 tab makes them easy to discover and reuse for repeatable insights (for example, coverage and source comparisons, CI data quality checks by source, and targeted investigation of records).

The Insights tab in CMDB Workspace is generally used to understand adoption and health-related insights about CMDB features, not as the primary location for creating CMDB 360 multisource saved queries. "Coverage" is a specific lens/view and does not represent the saved-query creation workspace. "CMDB Query Builder" is a related capability, but the question explicitly asks where CMDB 360/Multisource Saved Queries are viewed and created in CMDB Workspace, which is the Saved queries window on the CMDB 360 tab.

NEW QUESTION: 66

A Service Desk Manager wants to use Unified Map to find active incidents or problems for a selected CI. Which panel provides these details?

- A.** Overview
- B.** Related items
- C.** Application services
- D.** Attributes

Answer: ([SHOW ANSWER](#))

The Related items panel displays records associated with the selected CI, including active incidents, problems, changes, and other task-related information. This allows the Service Desk Manager to move from the CI's topology to the operational records currently affecting or involving that CI.

The Overview panel presents summarized CI information. The Attributes panel displays field values belonging to the CI. The Application services panel identifies service associations and dependencies, but it is not the primary panel for listing related Incident and Problem records.

Unified Map is intended to combine CI details, relationships, service context, and operational information in a single graphical experience. Its filtering capabilities also allow users to focus on relevant CI types and business-critical elements when analysing a service or CI topology.

Therefore, Related items is the panel that provides the required active task information.

=====

NEW QUESTION: 67

A Configuration Manager is managing a CI class in the CMDB. The identification rules require an update. Where can the Configuration Manager view and configure the existing identification rules for the class?

(Choose two options.)

- A. IRE Application
- B. CI Class Manager
- C. API Integrations
- D. CI Identifiers module

Answer: ([SHOW ANSWER](#))

Identification rules can be reviewed and configured through CI Class Manager and the CI Identifiers module .

CI Class Manager provides the modern class-centric interface for managing a CMDB class. It consolidates class hierarchy information, attributes, identification rules, reconciliation settings, principal-class configuration, and recommended relationships. This allows an administrator to understand an identification rule in the context of the class to which it applies.

The CI Identifiers module provides direct access to identification-rule definitions used by the Identification and Reconciliation Engine. These rules specify the attribute combinations that determine whether incoming data represents an existing CI or requires creation of a new CI.

API Integrations does not define IRE identification criteria. "IRE Application" is not the applicable class- level configuration location presented by the platform for this task.

=====

NEW QUESTION: 68

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery.

During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade
- C. Class Upgrade

Answer: ([SHOW ANSWER](#))

In the CMDB class hierarchy, Server is a generic parent class, while Linux Server and Windows Server are more specific child classes. When ServiceNow Discovery detects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called a Class Upgrade.

A Class Upgrade occurs when a CI is reclassified down the hierarchy into a more specific subclass, enriching the record with additional attributes, behaviors, and discovery patterns appropriate to that class. This is a standard and expected behavior in mature CMDB implementations and aligns with Data Foundations best practices.

A Class Switch would imply lateral movement between unrelated classes, which is not what happens here. A Class Downgrade would move a CI from a specific class back to a more generic one, typically when discovery confidence is reduced-not the case in this scenario.

By performing class upgrades automatically, Discovery improves CMDB accuracy, reporting precision, and service mapping quality without manual intervention.

Therefore, the correct answer is C - Class Upgrade.

NEW QUESTION: 69

A Service Portfolio Manager wants to know which Application Services their Business Service Offerings depend on.

At what stage of CSDM would this relationship be mapped?

- A. Crawl
- B. Walk
- C. Fly
- D. Foundation
- E. Run

Answer: B ([LEAVE A REPLY](#))

The Walk stage introduces the service-model relationships required to connect business-facing services and offerings to the Application Services that technically enable them. At this stage, the organization has progressed beyond foundational CMDB population and begins establishing service context for operational processes.

Relating Business Service Offerings to Application Services allows service owners to determine which technical services support each consumable business offering. This enables impact assessment, outage communication, change-risk evaluation, and identification of affected consumers. The guide explains that the Walk stage establishes Business Services and their relationships with Application Services and infrastructure so the CMDB can support Incident, Problem, and Change impact analysis.

Crawl primarily establishes foundational CI data and ingestion controls. Run and Fly represent more advanced operationalization and optimization. Foundation is a CSDM domain rather than the appropriate maturity stage for this relationship.

=====

NEW QUESTION: 70

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: 71

The CMDB Configuration Management team has successfully developed a healthy and trusted CMDB. They have integrated discovered infrastructure data, accurately referenced non-discoverable data (such as change and support group information), and made the CMDB service-aware using Service Mapping.

Which field on an Incident form is automatically populated after a CI is selected that references an appropriate support group?

- A. Managed by Group
- B. Approval Group
- C. Assignment Group
- D. Change Group
- E. Support Group

Answer: (SHOW ANSWER)

In a mature CMDB implementation within ServiceNow, CI operational attributes are leveraged to automate ITSM workflows. One of the most important outcomes of accurate Configuration Management is automatic incident routing.

When a CI is selected on an Incident record, ServiceNow evaluates the CI's Support Group attribute. If populated correctly, the platform automatically copies this value into the Assignment Group field on the Incident.

This ensures incidents are routed to the correct resolver group without manual triage, reducing mean time to resolution (MTTR).

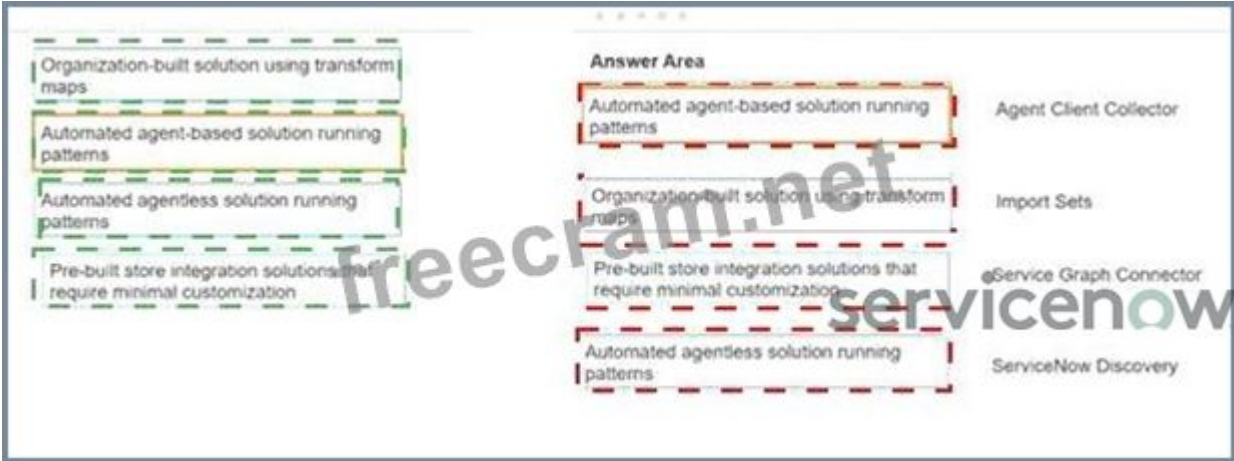
TheSupport Groupis a CI attribute, not an incident field that drives workflow directly. TheAssignment Groupis the operational field used by Incident Management to assign ownership. Managed by Group, Approval Group, and Change Group are used in other governance and lifecycle contexts and are not auto- populated during incident creation. This behavior is a direct result of Data Foundations best practices: maintaining accurate CI-to-support-group relationships to enableautomation and consistencyacross ITSM processes. Therefore, the correct answer isC - Assignment Group.

NEW QUESTION: 72

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



Answer:



Explanation:
Agent Client Collector
Automated agent-based solution running patterns
Import Sets
Organization-built solution using transform maps
Service Graph Connector
Pre-built store integration solutions that require minimal customization ServiceNow Discovery Automated agentless solution running patterns
Agent Client Collector: This is ServiceNow ' s agent-based approach. It requires a software agent to be installed on the target host to run discovery patterns locally.
Import Sets: This is the traditional, manual way to bring in data. You define the source, and the organization builds the logic (Transform Maps) to move that data into the CMDB.
Service Graph Connector: These are found in the ServiceNow Store. They are " certified " integrations built to work with specific third-party vendors (like SCCM or Jamf) with minimal setup.
ServiceNow Discovery: The classic agentless method. It probes the network and uses patterns to identify and map CIs without needing software installed on every machine.

NEW QUESTION: 73

A CMDB CI Class Owner has been asked to change the icon for the UNIX Server class.

Which CI Class Manager tab can the owner use to change the icon for the class?

- A.** Basic Info
- B.** Suggested Relationships
- C.** CI List
- D.** Attributes

Answer: ([SHOW ANSWER](#))

The correct answer is Basic Info because the class icon is a class-level property, not an attribute, relationship, or CI list configuration. In CI Class Manager, the Basic Info tab is where administrators manage core metadata for a CI class, including class name, label, description, table details, principal class settings, and visual representation such as the class icon. The Suggested Relationships tab is used to define or review recommended relationship patterns between CI classes. The CI List tab is used to view records belonging to the class. The Attributes tab is used to review or manage inherited and class-specific attributes. Since the question specifically asks where the UNIX Server class icon can be changed, the correct location is the Basic Info tab.

=====

NEW QUESTION: 74

A Configuration Management Process Owner needs to access CMDB Data Manager to configure CI lifecycle policies.

Which CMDB Workspace tabs provide access to Data Manager?

(Choose two options.)

- A.** CMDB 360
- B.** Management
- C.** Home
- D.** My Work
- E.** Insights

Answer: ([SHOW ANSWER](#))

The Management tab provides the direct administrative path to CMDB Data Manager. Under Management tools, the administrator can open Data Manager to create, edit, review, publish, and track lifecycle policies. ServiceNow's documented procedure for creating a policy begins by selecting CMDB Workspace > Management > Data Manager > Policies . The Home tab also provides access through its Quick Links section. The Data Manager quick link opens the same policy-management capability and allows authorized administrators to create, review, publish, and monitor policies.

The My Work tab is used primarily to review and process tasks generated after policies run; it is not the policy-configuration entry point. CMDB 360 is used for multisource data visibility, while Insights focuses on analytical and adoption information. Therefore, the two tabs providing access are Management and Home.

=====

NEW QUESTION: 75

(Choose 2 options)

Configuration Management needs to ensure data quality for all CIs in the CMDB.

What areas of data quality for CIs are included in the CMDB Health Dashboard?

- A.** Downgraded CIs
- B.** Upgraded CIs
- C.** Missing CIs
- D.** Stale CIs
- E.** Duplicate CIs

Answer: (SHOW ANSWER)

The CMDB Health Dashboard is a central component of CMDB Data Foundations insight and governance. It measures and tracks data quality using well-defined health indicators that focus on the accuracy, relevance, and usability of CI data.

Two key data quality areas included in the dashboard are Stale CIs and Duplicate CIs.

Stale CIs (Option D) refer to configuration items that have not been updated within a defined time window.

These records are risky because they may no longer reflect the current state of the environment, leading to inaccurate impact analysis, poor change decisions, and misrouted incidents. Monitoring staleness helps organizations identify where discovery, integrations, or ownership processes are failing.

Duplicate CIs (Option E) occur when the same real-world asset or service is represented by multiple records.

Duplicates undermine trust in the CMDB, distort reporting, and break service mappings. The CMDB Health Dashboard highlights duplicate trends and integrates with de-duplication and remediation workflows to address them.

Options A (Downgraded CIs), B (Upgraded CIs), and C (Missing CIs) are not standard CMDB Health Dashboard quality dimensions. While "missing" data may be inferred through completeness checks, Missing CIs as a category is not directly tracked.

Therefore, the correct answers are D - Stale CIs and E - Duplicate CIs, which are core CMDB Health indicators used to maintain high-quality configuration data.

NEW QUESTION: 76

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: (SHOW ANSWER)

In Data Foundations, "Insight" includes using dashboards and guided remediation to identify and fix issues that degrade CMDB trust. Missing serial numbers on Hardware CIs is a high-risk data quality issue because serial number is commonly used as a key identifier for uniqueness. When it is missing, identification and reconciliation become less reliable, increasing the likelihood of duplicate CI creation from Discovery, integrations, or manual entry.

ServiceNow provides structured, prescriptive guidance through the CMDB Data Foundations Dashboard Playbooks. These playbooks are designed specifically to help administrators move from a dashboard finding (for example, low uniqueness or incomplete key identifiers) to a repeatable remediation approach. They typically guide you to: confirm the scope of impacted CI classes, validate which sources should populate serial number (Discovery, integrations, import sets, vendor feeds), verify mapping and transformation logic, and then remediate existing records while putting controls in place to prevent recurrence.

Option B focuses on CMDB Health Dashboard guidance, which is helpful for health scoring and rules, but the question explicitly references a data foundations-type remediation need tied to data completeness of key identifiers and timely resolution using structured guidelines. Options A and D are CSDM-focused and do not directly address CI identifier population and duplication risk in the CMDB ingestion context. Therefore, the structured guidelines to troubleshoot and resolve missing serial numbers in a Data Foundations context are the CMDB Data Foundations Dashboard Playbooks.

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NEW QUESTION: 77

During an automated Discovery scan, both a web server instance and its underlying server are detected and ingested into the CMDB.

What is the default relationship established between the Web Server CI and the Server CI?

- A.** Web Server > Runs on::Runs > Server
- B.** Web Server > Runs::Runs on > Server
- C.** Web Server > Uses::Used by > Server
- D.** Web Server > Used by::Uses > Server

Answer: ([SHOW ANSWER](#))

A web server is a software-based CI hosted on underlying server hardware or a virtual machine. The standard ServiceNow relationship is therefore Runs on::Runs . From the Web Server CI's perspective, it runs on the Server CI. When the same relationship is viewed in the reverse direction, the Server runs the Web Server.

The reverse wording in Option B incorrectly changes the parent-to-child direction. "Uses::Used by" represents a dependency or consumption relationship, not the direct hosting relationship between installed software and its host. Option D reverses that unrelated relationship type.

ServiceNow documentation defines Runs on::Runs as the standard relationship between a software application CI and its hosting hardware or virtual machine, giving Tomcat running on a Linux server as an example. Discovery can automatically identify and load these CI relationships into the CMDB.

=====

NEW QUESTION: 78

The Identification and Reconciliation Engine (IRE) has identified duplicate records for one CI.

Which CI will be updated by the IRE?

- A.** The newest CI, determined by its creation date
- B.** The CI with the most recent update date
- C.** The oldest CI, determined by its creation date

Answer: ([SHOW ANSWER](#))

When the Identification and Reconciliation Engine encounters multiple existing records that satisfy the applicable identification criteria, it must select a record for processing while identifying the duplicate condition for later remediation. For this automatic IRE processing behaviour, the record with the most recent update date is selected for the incoming update.

This should not be confused with the Duplicate CI Remediator's guided selection of a Main CI . During manual remediation, factors such as the oldest creation date, number of related records, historical task references, and business relationships can influence which CI should ultimately be retained. That is a separate governance process from the IRE's immediate handling of incoming data.

Option A incorrectly selects the newest-created record, while Option C applies a main-record retention principle to the wrong stage of processing. IRE first identifies incoming records using identification rules and then applies reconciliation rules to control authorized updates and source precedence. This governed processing is what prevents uncontrolled insertion and overwriting of CI records.

=====

NEW QUESTION: 79

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources.

The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources. The company currently does not have the ITOM Discovery license required for CMDB 360 / Multisource CMDB.

What can the Data Owner do in this case?

- A.** ITOM Discovery must be purchased to take advantage of multisource IRE rules
- B.** The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled
- C.** CMDB 360 / Multisource is a platform product that can be used immediately

Answer: ([SHOW ANSWER](#))

The Identification and Reconciliation Engine (IRE) is a core platform capability in ServiceNow and does not require CMDB 360 / Multisource CMDB to function. Even without the ITOM Discovery license, organizations can still define and use IRE reconciliation rules across multiple data sources.

IRE rules are source-aware and can evaluate attributes based on source precedence, regardless of whether CMDB 360 is enabled. CMDB 360 enhances visibility, governance, and monitoring of multiple sources, but it is not a prerequisite for reconciliation logic itself.

Option A is incorrect because purchasing ITOM Discovery is not mandatory to use multisource reconciliation. Option C is also incorrect because CMDB 360 / Multisource CMDB is a licensed add-on, not a universally available platform feature.

Therefore, the Data Owner can proceed by configuring IRE reconciliation rules directly, making Option B the correct answer.

NEW QUESTION: 80

A development team is working on a project where an application will be deployed to many servers. There are several security requirements that must be checked to adhere to lawful regulatory compliance because the application will be holding customer personal data (PII and PCI). Where in the CSDM should the development team store the information that will be used to satisfy audits?

- A. Technology Management Service Offerings (Technical Service Offerings) and Groups
- B. Business Applications and Information Objects
- C. Customer Service Offerings and Databases

Answer: B ([LEAVE A REPLY](#))

Within the Common Service Data Model (CSDM), regulatory, security, and compliance-related information- especially for PII and PCI-must be modeled at the business and information level, not at the infrastructure or service offering level. The correct location for this data is Business Applications combined with Information Objects.

Business Applications represent the logical applications that support business capabilities and processes.

Since compliance obligations (such as GDPR, PCI-DSS, or HIPAA) are assessed based on how the business uses data-not how many servers host the application-this is the correct anchor point for audit-relevant context.

Information Objects are explicitly designed to capture what data is processed, stored, or transmitted by an application, including data classifications such as PII, PCI, PHI, or confidential business data. They allow organizations to document regulatory scope, retention rules, encryption requirements, and audit controls without overloading CI records or polluting infrastructure classes.

Option A is incorrect because Technical Service Offerings and Groups focus on operational support and service delivery, not regulatory data context. Option C is also incorrect because Customer Service Offerings describe how services are consumed, while databases are technical components; neither is the authoritative place for compliance definitions.

Therefore, Business Applications and Information Objects are the correct CSDM constructs to support audits and regulatory compliance, making Option B the correct answer.

NEW QUESTION: 81

(Choose two options.)

A CMDB Administrator wants to educate the team about the actions that can be performed within CMDB Workspace.

Which actions can be initiated from CMDB Workspace?

- A. Remediate duplicate CI records
- B. Execute ServiceNow Discovery
- C. Create a new CMDB class
- D. Create a CMDB Data Manager certification policy

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

CMDB Workspace provides governed experiences for both duplicate remediation and CMDB Data Manager policy administration. Duplicate CI records can be investigated and remediated through the de-duplication dashboard in CMDB Workspace. This purpose-built interface centralizes duplicate identification, comparison, prioritization, and controlled remediation rather than forcing administrators to use generic task lists.

CMDB Data Manager is also available from the Management area of CMDB Workspace. An authorized administrator can create, publish, and manage policies, including certification policies that validate designated CI attributes and generate tasks for responsible users.

Discovery execution is performed through Discovery administration capabilities, not CMDB Workspace.

New class creation is performed through CI Class Manager rather than being one of the direct CMDB Workspace actions tested here. Therefore, A and D are correct.

=====

NEW QUESTION: 82

The Server [cmdb_ci_server] class uses a dynamic reconciliation rule of lowest value for the Disk Space (GB) field, while the Windows Server [cmdb_ci_win_server] class uses a dynamic reconciliation rule of most reported for the Disk Space (GB) field.

Given the following data sources that populate Windows Server data into CMDB 360 / Multisource CMDB:

Thycotic: 75 GB

ServiceNow: 75 GB

Lansweeper: 50 GB

Altiris: 80 GB

Which value would be added to the CMDB for the Disk Space (GB) field of a Windows Server

[cmdb_ci_win_server] record?

A. 50

B. 75

C. 80

Answer: (SHOW ANSWER)

The correct answer is 75 because the Windows Server class has its own dynamic reconciliation rule configured as most reported for the Disk Space field. Even though the parent Server class uses the lowest value rule, the more specific class rule on Windows Server takes precedence for Windows Server records. In CMDB 360 / Multisource CMDB, dynamic reconciliation evaluates values from multiple contributing sources and selects the value according to the configured reconciliation strategy. Here, 75 GB is reported by two sources: Thycotic and ServiceNow. The other values, 50 GB and 80 GB, are each reported only once.

Because the rule is "most reported," the value appearing most frequently across sources is selected. Therefore,

75 GB is added to the CMDB.

=====

NEW QUESTION: 83

(Choose two)

A CMDB Administrator is leveraging CI data as part of an Integrated Risk Management (IRM) implementation and the Entity Scoping process. The Administrator wants to leverage the CSDM Data Foundations Dashboard playbooks under the Run tab.

Which CSDM relationships are leveraged using the CSDM playbooks?

A. Business Applications that have their relationships to Information Objects

B. Locations that have established parent records

C. Business Applications that have relationships to Application Services

D. Logical CIs that have relationships with Information Objects

Answer: (SHOW ANSWER)

The Run tab in the CSDM Data Foundations Dashboard focuses on enabling operationalized, risk-aware use cases, including Integrated Risk Management (IRM) and Entity Scoping. These use cases require organizations to understand what data is processed, where it resides, and which technical components are involved, rather than only service impact for ITSM.

Information Objects play a central role at this stage.

Option A is correct because Business Applications related to Information Objects allow organizations to identify what types of data (PII, PCI, PHI, regulated data) are processed by each business application. This relationship is essential for risk classification, regulatory compliance, and audit scoping in IRM. Without it, risk assessments lack data sensitivity context.

Option D is also correct because Logical CIs (such as databases, schemas, or data stores) related to Information Objects establish where sensitive data is stored or processed at a technical level. This enables IRM to trace risk from business context down to technical exposure, supporting control testing, issue management, and remediation prioritization.

Option B (Location hierarchy) supports foundational data quality but does not directly enable risk or entity scoping. Option C (Business Applications to Application Services) is critical for service impact and Change

/Incident Management, but it is more aligned to service operations rather than risk and data-centric scoping, which is the focus of the Run playbooks for IRM. Therefore, the correct answers are A and D, as they directly support IRM entity scoping, regulatory analysis, and risk visibility through CSDM-aligned data modeling.

NEW QUESTION: 84

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: ([SHOW ANSWER](#))

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: 85

A CMDB Administrator needs insights into how the CMDB is configured according to ServiceNow- recommended practices.

Which should be used?

- A.** CMDB Data Foundations Dashboard
- B.** CMDB Workspace
- C.** CMDB Data Manager
- D.** CMDB Health Dashboard

Answer: ([SHOW ANSWER](#))

The CMDB Data Foundations Dashboard is specifically designed to assess whether foundational CMDB configurations and data practices align with ServiceNow recommendations. It exposes gaps involving required attributes, ownership, relationships, identification practices, ingestion controls, and other foundational conditions.

The dashboard provides actionable metrics and connects deficient results to structured Get Well or remediation playbooks. These playbooks guide administrators through understanding the problem, identifying affected records and sources, correcting the data, and implementing controls that prevent recurrence.

CMDB Workspace is the broader operational interface. CMDB Data Manager governs CI lifecycle policies such as certification, attestation, retirement, archival, and deletion. The CMDB Health Dashboard calculates health dimensions such as completeness, correctness, and compliance, but it does not provide the same curated assessment of alignment with recommended Data Foundations practices.

=====

NEW QUESTION: 86

A Configuration Manager wants to explore ServiceNow CMDB 360 saved queries to see if the reports can assist with managing CMDB data.

What insights are gained from CMDB 360 queries?

(Choose 2 options)

- A.** Duplicate configuration items from different data sources
- B.** Unique CIs created from different data sources
- C.** Gaps in attribute data from different data sources
- D.** Different attribute values from different data sources
- E.** Orphan CIs created from different data sources

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

CMDB 360, also known as Multisource CMDB, is designed to provide visibility into how multiple discovery or integration sources contribute data to the same CI. Its value is not simply identifying duplicate or orphan CIs; those are handled through CMDB Health and de-duplication capabilities.

CMDB 360 helps administrators compare source contributions and understand conflicts or gaps across those sources. A key insight is gaps in attribute data, where one source supplies certain CI attributes while another source does not. Another key insight is different attribute values from different data sources, which helps identify reconciliation problems, source precedence issues, and inconsistent discovery results. This is central to improving data trust because the CMDB often receives data from Discovery, SCCM, cloud connectors, manual imports, and third-party systems. Therefore, the correct insights are gaps in attribute data and different attribute values across sources.

NEW QUESTION: 87

A CMDB Manager is responsible for ensuring CI data accuracy across the organization and has identified opportunities to improve data quality by adjusting how conflicting values from multiple discovery sources are resolved.

Which CMDB 360/Multisource CMDB capability directly supports the Manager's ability to refine and validate these adjustments?

- A.** Automatically archives CIs that have not been updated by multiple sources within the same calendar quarter.
- B.** Eliminates the need for identification rules by allowing all discovery sources to create CIs without matching criteria.
- C.** Permanently locks CI records so that only the highest-priority discovery source can make updates.
- D.** Allows reconciliation rules to be modified and CMDB data to be recomputed using the latest rules and the complete historical record contributed by each data source.

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

CMDB 360/Multisource CMDB retains information about the values contributed by individual data sources.

When reconciliation logic is modified, the administrator can perform a recompute operation so the latest rules are applied to the stored source contributions without waiting for every external system to send the data again.

This enables administrators to test and refine source-precedence or dynamic reconciliation rules and then recalculate the resulting CI attribute values using the available historical source data. The capability is particularly useful when correcting an inappropriate source-priority rule or implementing dynamic rules such as Most Reported or Last Updated.

CMDB 360 does not eliminate identification rules, permanently lock records, or automatically archive records based on quarterly reporting behaviour. Identification remains necessary to match incoming data to the correct CI, while reconciliation determines which authorized source controls an attribute.

=====

NEW QUESTION: 88

A Manager needs information on how to correctly establish relationships between Infrastructure CIs, Technology Management Offerings, Technical Service Offerings, and Application Services within the CMDB.

Which CSDM domain would provide this information?

- A.** Build and Integration
- B.** Service Consumption
- C.** Foundation
- D.** Design and Planning
- E.** Service Delivery

Answer: (SHOW ANSWER)

The correct answer is Service Delivery . In CSDM, the Service Delivery domain focuses on how services are technically delivered and operated. It includes the modeling of technical services, technical service offerings, application services, infrastructure CIs, and the relationships that connect them. The scenario specifically asks about Infrastructure CIs, Technology Management Offerings, Technical Service Offerings, and Application Services, which are all part of the technical operating model for delivering services. Foundation is used for base reference data such as locations, groups, companies, and users. Design and Planning focuses on business applications, capabilities, and planning artifacts. Service Consumption focuses on how consumers access and consume services. Build and Integration is associated with development and deployment activities. Because the question is about technical service relationships and operational service delivery, Service Delivery is the correct CSDM domain.

=====

NEW QUESTION: 89

A CMDB Administrator group wants to establish a process for receiving task notifications when the Support Group or Managed By Group fields are not populated for operational Linux servers stored in the CMDB.

Which ServiceNow modules can be used to configure recommended fields and generate task records when these fields are missing?

- A. CMDB Workspace and Scheduled Jobs
- B. CI Class Manager and Health Preferences
- C. Technical Service Offerings and Dynamic CI Groups
- D. Dynamic CI Groups and CMDB Groups

Answer: (SHOW ANSWER)

CI Class Manager is used to configure class-level health requirements, including attributes designated as required or recommended for a selected CI class. The administrator can identify Support Group and Managed By Group as recommended attributes for the Linux Server class. Recommended fields provide operational and diagnostic value even when they are not technically mandatory for inserting a CI.

Health Preferences control how CMDB Health findings are processed, including task-generation behaviour for CIs that fail applicable health conditions. Once the health calculations identify operational Linux servers with missing recommended values, remediation tasks can be generated and assigned for corrective action. The guide confirms that task behaviour for unhealthy CIs is governed through the relevant health metric configuration rather than through the dashboard itself.

Technical Service Offerings and Dynamic CI Groups can populate and synchronize group values, but they are not the modules used to define recommended-field health checks and generate health tasks. Therefore, B is correct.

=====

NEW QUESTION: 90

With CMDB 360 / Multisource CMDB, Dynamic Reconciliation Rules are enabled. Based on management requirements, a CMDB Administrator needs to configure multiple Dynamic Reconciliation Rules.

Which are available Dynamic Rule Types within the Create Reconciliation Rule wizard? (Choose 2 options)

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

Answer: (SHOW ANSWER)

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

Within the Create Reconciliation Rule wizard, two supported dynamic rule types are:

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: 91

A CMDB Manager is in the Crawl stage of the organization's CMDB journey and wants to follow the Common Service Data Model.

Which CSDM domains are addressed at this stage?

(Choose two options.)

- A.** Manage Technical Services
- B.** Sell/Consume
- C.** Foundation
- D.** Design

Answer: (SHOW ANSWER)

The Crawl stage addresses the Foundation and Design domains. The Foundation domain establishes shared reference data and fundamental structures required by the rest of the service model, including organizations, locations, users, groups, products, and core CI information.

The Design domain introduces planning-level constructs such as Business Applications, Business Capabilities, Business Processes, and Information Objects. These records provide ownership, lifecycle, architecture, and portfolio context before the organization develops more advanced operational service models.

Manage Technical Services is addressed as the organization progresses into more mature technical service- delivery modelling, including Technical Services, Technical Service Offerings, Application Services, and their supporting CIs. Sell/Consume is associated with business-facing services, offerings, consumers, subscriptions, and service consumption.

Beginning with Foundation and Design ensures that the organization establishes trusted reference and planning data before implementing more complex operational and consumer-facing models.

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NEW QUESTION: 92

A new custom class is needed to reflect a new application being managed in the CMDB.

Which roles are minimally needed to add this custom CI class?

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

Answer: (SHOW ANSWER)

Creating a custom CI class in the CMDB is a dictionary-level configuration activity and must be performed with the correct minimum privileges to ensure governance and upgrade safety in ServiceNow.

The sn_cmdb_admin role is required because it grants administrative access to CMDB structures, including CI class hierarchy management. This role ensures that changes align with CMDB governance controls and Data Foundations practices.

The personalize_dictionary role is also required because adding a new CI class involves creating or extending dictionary entries (tables, attributes, inheritance). Without dictionary-level access, a user cannot define new classes or attributes in the CMDB schema.

Option A is incorrect because sn_cmdb_admin alone is insufficient without dictionary privileges. Option B and D focus on form personalization, which affects UI layout only and does not allow creation of new CI classes. Additionally, itil_admin is not the correct role for schema-level CMDB changes.

Therefore, the minimal and correct role combination is sn_cmdb_admin and personalize_dictionary, making Option C the verified answer.

NEW QUESTION: 93

A Configuration Management team wants to confirm that all servers in the CMDB are correctly associated with their location.

Which CMDB Data Manager policy type does the team create?

- A.** Delete
- B.** Attestation
- C.** Archive
- D.** Certification
- E.** Retire

Answer: D ([LEAVE A REPLY](#))

The correct answer is Certification because the team is validating a specific CI attribute or relationship:

whether each server is correctly associated with its location. Data Certification is used when assigned users must review and validate specific field values on CI records, such as location, support group, lifecycle status, environment, or ownership. If incorrect, the certifier can update or correct the data. Attestation would be correct only if the question asked users to confirm that the CI still exists or is still valid in general. This question is more precise: the location association must be confirmed, which is an attribute-level validation requirement. Delete, Archive, and Retire are lifecycle policy types used to remove, archive, or transition records, not validate field accuracy. Therefore, Certification is the correct CMDB Data Manager policy type.

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NEW QUESTION: 94

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

servicenow

Answer:

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

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