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Exam : **CIS-DF**

Title : Certified Implementation
Specialist - Data Foundations
(CMDB and CSDM)

Vendor : ServiceNow

Version : DEMO

NO.1 Multiple discovery sources (ServiceNow Discovery and a third-party tool) are creating duplicate Server CIs. What should you configure to prevent duplicates moving forward?

- A. Data Certification
- B. Identification Rules
- C. Business Rules
- D. Transform Map Coalesce

Answer: B

Explanation:

The Identification Rule determines how CIs are uniquely identified. Proper identification criteria (e.g., serial number + hostname) prevents duplicate CI creation across sources via the IRE.

NO.2 A CMDB Administrator wants to remove all Linux Servers in the organization that have not been updated in six months.

Which recommended action should the Administrator take in Data Foundations?

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

Answer: B

Explanation:

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

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

NO.3 A CMDB Data Manager needs to access the ServiceNow platform to create, publish, and manage policies that automate and govern CI lifecycle operations, ensuring the CMDB remains healthy and efficient.

Where can the Data Manager do this?

- A. CI Class Manager
- B. CMDB Workspace -- Management tab
- C. Service Operations Workspace
- D. CMDB Workspace -- CMDB 360 tab

Answer: B

Explanation:

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

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

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

NO.4 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? (Choose 2 options)

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

Answer: BD

Explanation:

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.

NO.5 A Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team ensures that the Change Group field is populated for all managed CIs.

As a result, which base system field on the Change form will be automatically populated after selecting a CI?

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

Answer: A

Explanation:

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.

NO.6 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

Explanation:

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.

NO.7 A CMDB Administrator is reviewing the health of the CMDB and notices a large percentage of the Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and would like to resolve the issue in a timely manner.

What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A. CSDM Now Create Playbooks
- B. CMDB Health Dashboard Playbooks
- C. CMDB Data Foundations Dashboard Playbooks
- D. CSDM Data Foundations Dashboard Playbooks

Answer: C

Explanation:

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.

NO.8 A customer's CMDB is aligned to the CSDM Walk stage.

What benefit is provided by the CMDB?

- A.** Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments
- B.** Improves the implementation velocity of APM Foundation for future business application rationalization
- C.** Enables impact assessments for incident, problem, and change on Business Services

Answer: C

NO.9 A CMDB Administrator identifies duplicate CIs. One was created by a manual import, and the other was created by automated discovery. The discovered CI has the latest IP address, while the manually imported CI has an accurate relationship to a critical business application.

How does the Administrator use the Duplicate CI Remediator to resolve this issue?

- A.** Merge the two CIs automatically, retaining all attributes from the discovered CI
- B.** Retain the manually imported CI and delete the discovered CI
- C.** Retain the discovered CI, but merge the relationship from the manually imported CI
- D.** Retain the discovered CI and delete the manually imported CI

Answer: C

Explanation:

In ServiceNow, the Duplicate CI Remediator is designed to resolve duplicate records while preserving the most authoritative data from each source. Data Foundations guidance clearly states that automated discovery is the system of record for technical attributes, such as IP address, hostname, and operational status, while manually maintained records often contain valuable business context, such as relationships to business applications or services.

In this scenario, the discovered CI contains the most accurate and up-to-date technical data, making it the correct CI to retain as the primary record. However, the manually imported CI has a critical relationship to a business application, which is essential for impact analysis, incident prioritization, and CSDM alignment. Deleting this CI without preserving the relationship would result in loss of business context and reduced CMDB value.

The Duplicate CI Remediator supports selective merging, allowing administrators to retain one CI

while merging specific attributes or relationships from the duplicate. Option C reflects this best practice by retaining the discovered CI and merging the relationship from the manually imported CI, ensuring both technical accuracy and business relevance are preserved.

NO.10 The Configuration Management team wants to confirm that all servers in the CMDB actually exist in the data center. Which CMDB Data Manager policy type would the team create? (Choose 1 option)

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

Answer: E

Explanation:

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.

NO.11 A Configuration Management Process Owner is preparing solution options for presentation to the technical governance board for ingesting custom CIs to the CMDB. The solution needs to align with best practice, minimize the cost of future work (technical debt), and ensure compliance with future upgrades.

Which solutions accomplish this? (Choose two.)

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

Answer: AB

Explanation:

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.

NO.12 Which are business values of CMDB? (Choose two.)

- A.** Automating maintenance for CI relationships
- B.** Collecting and managing financial data
- C.** Streamlining incident and change management
- D.** Strengthening operational resiliency

Answer: CD

Explanation:

A CMDB delivers business value when it enables better outcomes across IT and enterprise service delivery--especially when aligned with CSDM so services, offerings, and supporting technology are connected in a consumable model. Two major business values are improved operational execution and improved business continuity.

Option C is a direct business value: a trusted CMDB improves incident and change management by providing accurate CI details, relationships, and service context. This supports faster triage and assignment, better prioritization, and higher-quality impact analysis for changes. When incidents and changes are informed by dependable configuration data, organizations reduce downtime, avoid unnecessary escalations, and make safer change decisions--benefits that the business experiences as higher service quality and fewer disruptions.

Option D is also a core business value: CMDB strengthens operational resiliency by enabling clearer dependency understanding and faster response to failures. Resiliency improves when teams can quickly identify what's impacted, understand upstream/downstream relationships, and plan mitigation steps using known service-to-technology mappings. In regulated or mission-critical environments, this translates into better continuity, reduced risk exposure, and improved compliance reporting.