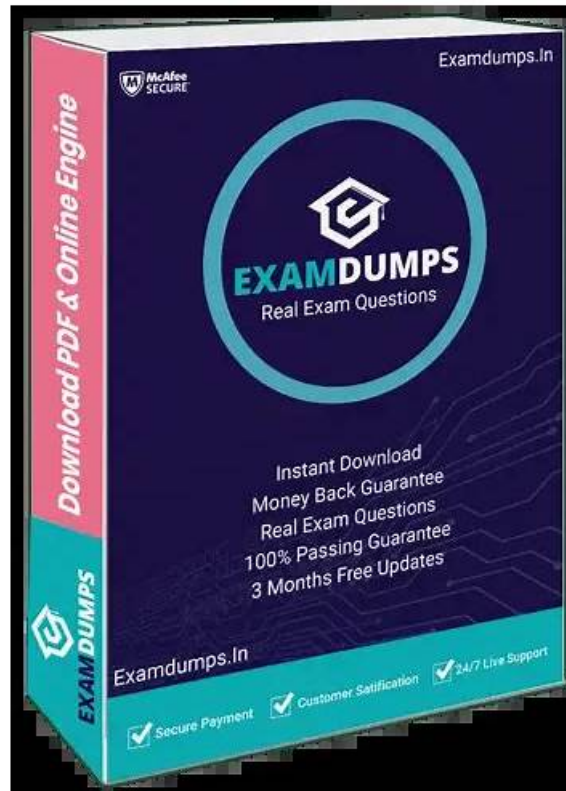


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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Configuration: This domain covers CMDB technical setup including CI Class Manager for table hierarchies, IRE for data accuracy, and CMDB 360 • multisource configuration for comprehensive CI views.
Topic 2	<ul style="list-style-type: none"> • CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.
Topic 3	<ul style="list-style-type: none"> • Govern: This domain focuses on CMDB quality management through health metrics, Data Manager policies, governance frameworks, stakeholder roles, duplicate remediation, operationalization, and lifecycle management.
Topic 4	<ul style="list-style-type: none"> • Ingest: This domain addresses data ingestion methods, CI relationship management, automation tools, upgrade compatibility, handling non-discoverable CIs and attributes, compliance tracking, and Asset-CI alignment.
Topic 5	<ul style="list-style-type: none"> • Insight: This domain covers extracting value from CMDB data using Natural Language Query, custom reports, dependency views, product integrations, and Foundation Dashboards for actionable insights.

ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q13-Q18):

NEW QUESTION # 13

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?

(Choose 2 options)

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

Answer: A,C

Explanation:

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.

NEW QUESTION # 14

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

□

Answer:

Explanation:

□ Explanation:

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

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

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

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

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

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

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

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

NEW QUESTION # 15

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

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

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

Answer: A,C

NEW QUESTION # 16

(Choose 2 options)

A CMDB Administrator wants to run the "Services Have Owners Identified" Get Well Playbook to remediate issues shown in the CMDB Data Foundations Dashboard.

Which remediation plays would be used?

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

Answer: A,C

Explanation:

The CMDB Data Foundations Dashboard is paired with Get Well Playbooks that guide administrators through structured remediation.

The "Services Have Owners Identified" playbook focuses on closing ownership gaps for services, which is a governance and data correction activity.

Fix Data (Option A) is used to correct missing or incorrect values, such as populating owner fields, assigning responsible groups, or updating relationships. In this playbook, Fix Data actions are required to actually remediate the issue by assigning owners to services.

Govern Data (Option D) is also required because ownership is not a one-time correction—it must be enforced and sustained. Govern Data establishes policies, ownership accountability, and controls (such as certifications or attestations) to ensure services continue to have owners over time and do not regress.

Analyze Data (Option B) is used to understand patterns and root causes, but it does not remediate the issue.

Report Data (Option C) provides visibility and communication, not corrective action.

Therefore, the remediation plays that apply to the Services Have Owners Identified playbook are Fix Data and Govern Data, making Options A and D correct.

NEW QUESTION # 17

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

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

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