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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">• 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 4	<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 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.

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q99-Q104):

NEW QUESTION # 99

Drag and Drop Question

ACMDB Administrator seeks to understand the available tools for preventing addressing, and remediating duplicate CIs Drag and drop each feature with the corresponding outcome Some options may not apply.

Answer:

Explanation:

Explanation:

In ServiceNow, duplicate CI management spans detection, insight, and remediation:

The CMDB Health Dashboard Correctness surfaces where duplicates exist and their impact, providing visibility and prioritization. Certification Tasks support governed resolution, allowing assignment to individuals or groups to validate and correct data.

De-duplication Templates enable bulk remediation, ideal when standardized merge rules can be applied across many duplicates.

The Duplicate CI Remediator offers a guided, record-by-record wizard, preserving relationships and history for safer individual resolutions.

De-duplication Tasks are the work items generated by these processes, but they do not themselves represent an outcome--hence not applicable.

This mapping aligns with CMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

NEW QUESTION # 100

CMDB class owners are receiving tasks under the "My Work" tab in the CMDB Workspace.

Which CMDB management tool is generating those tasks?

- A. CMDB Health Dashboard
- **B. CMDB Data Manager**
- C. De-duplication templates

Answer: B

Explanation:

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

proactive and role-based CMDB governance.

CMDB Data Manager focuses on data lifecycle management, including archival, retirement, and cleanup of CIs based on defined policies. When lifecycle rules or retention thresholds are met or when human validation is required, the Data Manager creates tasks to prompt responsible owners to take action. This ensures that CMDB data remains accurate, compliant, and lean over time. The CMDB Health Dashboard (Option C) provides visibility into health metrics such as completeness, correctness, and compliance, but it does not generate tasks. Similarly, De-duplication templates (Option A) support duplicate identification and remediation workflows, but they do not create ongoing governance tasks in the CMDB Workspace.

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

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

NEW QUESTION # 101

A healthcare provider faces a critical incident affecting its patient management system. The provider needs to determine the users impacted to mitigate disruption effectively.

Which CSDM-related data should they leverage?

- A. Incident history of similar CIs
- **B. Service Offerings by Department or Location**
- C. Affected CI [task_ci] related list
- D. Application Service environment attribute

Answer: B

Explanation:

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

Option D ("Service Offerings by Department or Location") is the most CSDM-aligned data because it reflects who consumes the service and how that consumption is segmented. In CSDM, a Business Service / Service Offering represents what customers consume, and the offering can be associated with organizational constructs such as department, business unit, or location. For healthcare, this is especially valuable because impact is often location-based (hospital site, clinic) and role-based (patient intake, scheduling, ward operations). Using service offerings and their consumer mapping helps quickly identify likely impacted user groups and prioritize communications and workarounds.

NEW QUESTION # 102

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. Coverage window on the CMDB 360 tab
- D. Saved queries window on the Insights tab

Answer: B

Explanation:

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 # 103

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 Mapping
- B. Life Cycle Stages
- C. Life Cycle Stage Status
- D. Life Cycle Controls

Answer: A

Explanation:

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 # 104

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