

Quiz CIS-DF - Newest Test Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Quiz



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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 (Q91-Q96):

NEW QUESTION # 91

A customer has built services without aligning to CSDM and wants to realign with minimal disruption. What is the recommended first step?

- A. Rebuild CMDB
- B. Delete existing services
- C. Disable Service Mapping
- D. Perform a CSDM maturity assessment and gap analysis

Answer: D

Explanation:

A CSDM maturity assessment identifies gaps and allows phased realignment without disrupting existing operations.

NEW QUESTION # 92

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

Answer: D

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.

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

NEW QUESTION # 93

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:

Explanation:

- 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

Enables CMDB 360

Enables capturing CMDB 360 data for CIs from CMDB classes

Enables logging for CMDB 360

Maximum number of CIs that can be included in a CMDB 360 recompute operation

- 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

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

InServiceNow,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 # 94

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 Upgrade
- B. Class Downgrade
- C. Class Switch

Answer: A

Explanation:

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.

NEW QUESTION # 95

An Asset Manager wants to ensure that Asset records and CI records are kept synchronized automatically.

How does the Manager do this? (Choose two.)

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

Answer: B,D

Explanation:

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

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


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

NEW QUESTION # 96

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