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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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.
Topic 4	• 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	• CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q149-Q154):

NEW QUESTION # 149

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

Answer: A

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.

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 # 150

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: A

Explanation:

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.

NEW QUESTION # 151

The following identification rule for a Hardware CI class has been defined

Hardware Rule: Identifier Entries Table		Priority
Serial Number	serial_number, serial_number_type	100
Hardware	serial_number	200
Hardware	name	300
Network Adapter	mac_address, name	400

Two new CI records are imported into the Hardware class of the CMDB:

CI1: The name of this CI record matches the name of an existing CI record in the CMDB.

CI2: The IP address of this CI record matches the IP address of an existing CI record in the CMDB.

Which is correct based on the identification rule and the imported CI records?

- A. CI1 and CI2 both will be updated with matching records
- **B. CI1 and CI2 both will be inserted as new records**
- C. CI1 will be updated with the matching record and CI2 will be inserted as a new record
- D. CI1 will be inserted as a new record and CI2 will be updated with the matching record

Answer: B

Explanation:

This question tests understanding of how the Identification and Reconciliation Engine (IRE) evaluates incoming CI data against Identification Rules and their priority order in ServiceNow.

From the identification rule shown:

Serial number (+ type) # Priority 100

Serial number # Priority 200

Name (Hardware) # Priority 300

MAC address + name (Network Adapter) # Priority 400

For a CI to be identified and matched, the incoming record must satisfy one complete identifier entry exactly as defined for that class.

CI1 (Name match only)

Although the name matches an existing Hardware CI, name alone is a low-priority identifier (300) and is not sufficient to uniquely identify a Hardware CI unless no higher-priority identifiers exist and the identifier entry criteria are fully satisfied. In practice, Hardware identification relies on serial number-based identifiers, not name-only matching, to avoid false positives. Therefore, CI1 cannot be confidently matched and is inserted as a new record.

CI2 (IP address match)

IP address is not part of any Hardware identification rule shown. IP address is typically used for discovery correlation or network relationships, not as a primary Hardware identifier. Since no identifier entry includes IP address, CI2 does not match any valid identification rule and is also inserted as a new record.

Because neither CI satisfies a valid identifier entry, both records are inserted as new CIs.

NEW QUESTION # 152

A CMDB Administrator is using CMDB Workspace and has enabled Multisource CMDB.

Which tab is populated when Multisource CMDB is enabled?

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

Answer: C

Explanation:

Enabling Multisource CMDB makes the CMDB 360 experience available in CMDB Workspace. CMDB 360 provides visibility into the different discovery and integration sources contributing information to a CI.

Administrators can compare source-level attribute values, identify data gaps and conflicts, and investigate how reconciliation determines the final value stored on the CI.

The Home tab provides general workspace navigation and summary information. The Management tab contains administrative capabilities such as CMDB Data Manager policies. The Insights tab provides adoption, health, and analytical information, but it is

not the primary Multisource CMDB work area.

The study guide specifically states that CMDB 360 saved queries are viewed and created through the Saved Queries area on the CMDB 360 tab. It also explains that Multisource CMDB retains source contributions and supports analysis of differing or missing values across sources. Therefore, enabling the feature populates the CMDB 360 tab.

NEW QUESTION # 153

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

Answer: D

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.

Options A and D would result in the loss of important relationship data, while Option B would discard the discovered CI, violating the principle that discovery should be the authoritative source for technical attributes.

Therefore, Option C is the correct and Data Foundations-aligned answer.

NEW QUESTION # 154

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