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	Answer Area	
Audit		CMDB records that represent the same physical or logical asset multiple times
Duplicate		Fields necessary to create or update a CI record in the CMDB
Orphan		CMDB records that no longer maintain their logical or physical relationships with other CIs
Recommended		CMDB records that are no longer actively updated, but remain stored in the database
Required		Fields that support the accuracy, completeness, and usability of CI records in the CMDB
State		Actual values of specified fields are compared to the vendor-fact values defined in a template

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q82-Q87):

NEW QUESTION # 82

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, for example the CI reference fields accessible from an Incident form.

Where does the CMDB Administrator designate Principal Classes?

- A. CMDB Data Manager
- **B. CI Class Manager**
- C. System Properties
- D. CMDB Workspace

Answer: B

Explanation:

Within Data Foundations, "Configuration" includes designing the CMDB data model in a way that supports operational usability- especially for ITSM processes like Incident and Change. One common usability challenge is that CI reference fields (such as the Incident "Configuration item" field) can become cluttered and confusing if they allow selection from every CI class, including highly technical or rarely used classes. To address this, ServiceNow uses the concept of Principal Classes: a curated subset of CI classes that are considered primary for operational selection and reporting.

Principal Classes are designated in the CI Class Manager, because this is where administrators configure and manage CI class behaviors and class-level settings. Defining Principal Classes at the class-management layer ensures that the platform can consistently apply this constraint across CI reference fields and related experiences. This aligns with Data Foundations goals: improving data quality and process outcomes by making it easier for users to select the correct CI, which in turn increases accuracy for assignment, routing, impact analysis, and analytics.

The other options do not fit the responsibility. CMDB Workspace is primarily used for exploring and analyzing CMDB data, not configuring class-level constraints. CMDB Data Manager focuses on governance automation (like lifecycle policies and bulk remediation operations), not CI class designation rules. System Properties may influence global behaviors, but Principal Class designation is a modeling configuration handled through CI class configuration, which is why CI Class Manager is the correct location.

NEW QUESTION # 83

The Apache Web Server Identification Rule is configured with the following criterion attributes:

Class

Configuration file

Version

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping.

Today, the application owner upgraded Apache to a different version and reran discovery of the service.

What will happen in the CMDB?

- A. A new Apache Web Server CI is created.
- B. The existing Apache Web Server CI will be reconciled and its version will be updated.
- C. A duplication error will occur.
- D. The Apache Web Server CI will be reclassified as a Web Server CI.

Answer: A

Explanation:

This scenario hinges on how the Identification and Reconciliation Engine (IRE) in ServiceNow evaluates identification rules.

The identification rule for the Apache Web Server class includes Version as part of the identifier criteria, along with Class and Configuration file. Identification rules must match all criterion attributes exactly for an incoming record to be identified as an existing CI and reconciled.

Yesterday's discovery created an Apache Web Server CI with a specific version value. When Apache is upgraded and discovery is rerun, the Version attribute changes. Because Version is part of the identifier, the incoming record no longer matches the existing CI's identifier entry. As a result, the IRE cannot identify the existing CI as the same configuration item.

When identification fails and no matching identifier entry is found, the IRE proceeds to insert a new CI record rather than updating the existing one. This behavior is intentional and protects the CMDB from incorrectly reconciling records that no longer meet identification criteria.

Option A is incorrect because reconciliation only occurs after successful identification.

Option C is incorrect because reclassification is unrelated to identification criteria.

Option D is incorrect because this is not an error condition; it is expected IRE behavior.

This example highlights a best practice caution: volatile attributes (such as Version) should generally not be used as identifier attributes, as they can cause unintended CI duplication during upgrades.

NEW QUESTION # 84

A customer's CMDB is aligned to the CSDM Walk stage.

What benefit is provided by the CMDB?

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

Answer: A

Explanation:

In the CSDM Walk stage, an organization has moved beyond basic data hygiene (Crawl) and has established foundational service models, especially Business Services and their relationships to underlying technical components. One of the most important and immediate benefits of reaching this stage is the ability to perform reliable impact analysis across ITSM processes.

When Business Services are correctly defined and related to Application Services, applications, and infrastructure CIs, the CMDB

becomes a decision-support system rather than just a data repository. This enables impact assessments for Incident, Problem, and Change Management, which is exactly what Option C describes. For example, when an incident is logged against a CI, ServiceNow can automatically determine which Business Services are impacted and who the affected stakeholders are. Similarly, during Change Management, planners can assess downstream risk by identifying which business-facing services could be disrupted.

NEW QUESTION # 85

A CMDB Administrator is implementing Vulnerability Response or Security Incident Response and needs to ensure customers have enough context to estimate risk and set task priorities.

Which Get Well Playbook from the CSDM Data Foundations Dashboard helps with this?

- A. Locations without a Parent Location
- B. Named Product Models without Product Owners
- C. Percentage of Custom Status Values for CI Life Cycle Stages
- **D. Application Services with Business Application Relationships**

Answer: D

Explanation:

In ServiceNow, Vulnerability Response and Security Incident Response rely heavily on business context to accurately assess risk, prioritize remediation tasks, and communicate impact to stakeholders. From a CSDM (Common Service Data Model) perspective, this context is primarily delivered through properly modeled relationships between Application Services and Business Applications. The "Application Services with Business Application Relationships" Get Well Playbook directly addresses this requirement. In CSDM, Application Services represent the technical, deployable services that run in the environment, while Business Applications represent the logical applications that support business capabilities. When these two are correctly related, security teams can clearly understand which business processes, customers, and revenue streams are affected by a vulnerability or security incident. Without this relationship, vulnerabilities may still be detected, but they lack meaningful prioritization. For example, a critical vulnerability on an application service supporting a revenue-generating or customer-facing business application should be addressed far more urgently than one tied to a low-impact internal tool. This relationship is what enables risk-based prioritization, rather than purely technical severity-based prioritization.

NEW QUESTION # 86

The CMDB Administrator has set up two Dynamic Reconciliation Rules within the ServiceNow Production Instance. The 'Server' class has a Dynamic Reconciliation Rule of largest value for the RAM field. The 'Windows Server' class has a Dynamic Reconciliation Rule of most reported for the RAM field.

Discovery Source	RAM (MB)
Tivoli	4.096
ServiceNow	4.096
LANDesk	2.048
Altiris	8.192

Given the above data in Multisource CMDB, which value is added to the CMDB for RAM for a Server CI?

- A. 2,048 MB
- **B. 8,192 MB**
- C. 4,096 MB

Answer: B

Explanation:

This question hinges on understanding class-specific Dynamic Reconciliation Rules in CMDB 360 / Multisource CMDB within ServiceNow.

Although two different dynamic rules are configured, the rule applied depends on the CI class being evaluated:

For the Server class, the configured rule is Largest value for the RAM attribute.

For the Windows Server class, the rule Most reported would apply--but only if the CI were evaluated as a Windows Server.

The question explicitly asks for the resulting RAM value for a Server CI, not a Windows Server CI.

Therefore, the Largest value rule governs the outcome.

Looking at the multisource values:

- * 2,048 MB (LANDesk)
- * 4,096 MB (Tivoli)
- * 4,096 MB (ServiceNow)
- * 8,192 MB (Altiris)

Under the Largest value dynamic reconciliation rule, the IRE selects the maximum numeric value, regardless of how frequently it is reported or which source provided it.

The Most reported logic (which would result in 4,096 MB) does not apply here because that rule is configured for a different class (Windows Server).

This scenario illustrates an important CMDB 360 principle: Dynamic reconciliation is evaluated per class, and child-class rules do not override parent-class rules unless the CI is actually classified under that child class.

NEW QUESTION # 87

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