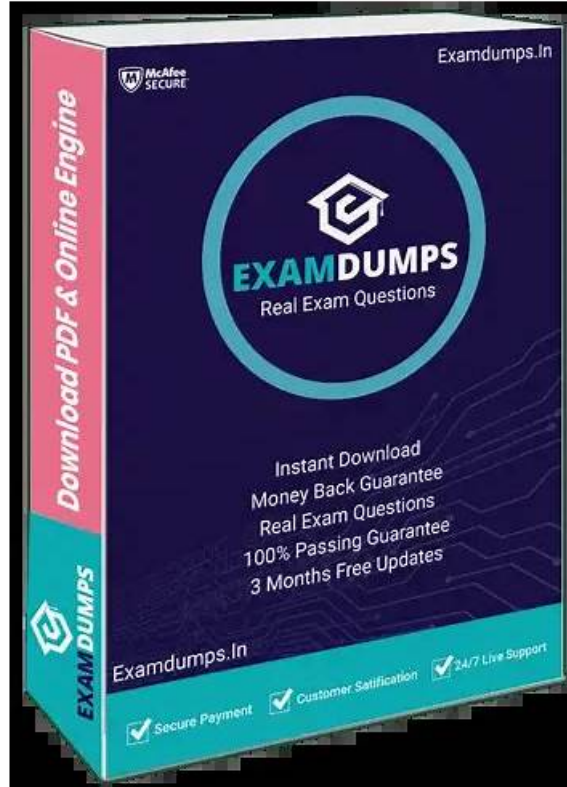


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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.
Topic 5	<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.

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The best Pass Products CIS-DF Actual Exam Dumps Questions: Certified Implementation Specialist - Data Foundations (CMDB and CSDM) - Test4Sure

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q43-Q48):

NEW QUESTION # 43

A CMDB Administrator is reviewing the CMDB and notices that many Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and wants to resolve the issue quickly.

What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A. CMDB Data Foundations Dashboard Playbooks
- B. CSDM Data Foundations Dashboard Playbooks
- C. CMDB Health Dashboard Playbooks
- D. CSDM Now Create Playbooks

Answer: A

Explanation:

When data quality issues such as missing serial numbers threaten CMDB integrity and increase the risk of duplicates, ServiceNow provides prescriptive, step-by-step remediation guidance through the CMDB Data Foundations Dashboard Playbooks.

These playbooks are specifically designed to help administrators identify root causes, assess ingestion and governance gaps, and apply corrective actions using structured remediation plays (Analyze Data, Fix Data, Govern Data). For missing serial numbers, the playbooks guide teams to review Discovery patterns, identification rules, reconciliation sources, and governance controls to ensure authoritative data capture and prevention of future issues.

The CMDB Health Dashboard Playbooks focus on health scoring and metrics, not guided remediation. CSDM Data Foundations Dashboard Playbooks is not a distinct product naming; the correct construct is CMDB Data Foundations. Now Create Playbooks provide implementation project guidance, not operational troubleshooting for live data issues.

Therefore, the correct answer is A - CMDB Data Foundations Dashboard Playbooks, which are purpose-built to quickly troubleshoot and remediate CMDB data quality problems while aligning with best practices in ServiceNow.

NEW QUESTION # 44

(Choose 2 options)

Configuration Management needs to ensure data quality for all CIs in the CMDB.

What areas of data quality for CIs are included in the CMDB Health Dashboard?

- A. Stale CIs
- B. Downgraded CIs
- C. Missing CIs
- D. Upgraded CIs

- E. Duplicate CIs

Answer: A,E

Explanation:

The CMDB Health Dashboard is a central component of CMDB Data Foundations insight and governance. It measures and tracks data quality using well-defined health indicators that focus on the accuracy, relevance, and usability of CI data.

Two key data quality areas included in the dashboard are Stale CIs and Duplicate CIs.

Stale CIs (Option D) refer to configuration items that have not been updated within a defined time window.

These records are risky because they may no longer reflect the current state of the environment, leading to inaccurate impact analysis, poor change decisions, and misrouted incidents. Monitoring staleness helps organizations identify where discovery, integrations, or ownership processes are failing.

Duplicate CIs (Option E) occur when the same real-world asset or service is represented by multiple records.

Duplicates undermine trust in the CMDB, distort reporting, and break service mappings. The CMDB Health Dashboard highlights duplicate trends and integrates with de-duplication and remediation workflows to address them.

Options A (Downgraded CIs), B (Upgraded CIs), and C (Missing CIs) are not standard CMDB Health Dashboard quality dimensions. While "missing" data may be inferred through completeness checks, Missing CIs as a category is not directly tracked.

Therefore, the correct answers are D - Stale CIs and E - Duplicate CIs, which are core CMDB Health indicators used to maintain high-quality configuration data.

NEW QUESTION # 45

An organization is changing data centers and needs to know the consequences of the planned changes.

How can Application Service Mapping be used as part of Change Management?

- A. To understand the physical location of CIs
- B. To understand the business impact of CIs
- C. To identify which devices will go offline first

Answer: B

Explanation:

Application Service Mapping is a critical capability in ServiceNow for enabling business-aware Change Management. Its primary value is not in identifying physical shutdown sequences or CI locations, but in translating technical changes into business impact.

When an organization plans a data center move, multiple infrastructure components--servers, databases, network devices--may be affected. On their own, these technical CIs provide little insight into business risk. Application Service Mapping connects these CIs to Application Services and Business Services as defined by the Common Service Data Model (CSDM). This relationship allows Change Managers to see which business services, customers, and processes are impacted by the planned change.

NEW QUESTION # 46

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

Answer: D

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.

NEW QUESTION # 47

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 one-to-one physical mapping between Asset and CI
- B. Ensure that the business rule to update CI fields on change on the asset table is active
- C. Ensure that scheduled jobs are run during off-business hours to ensure that sync happens
- 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 # 48

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