

CIS-DF Testfragen - CIS-DF Probesfragen

ISACA CISA Certified Information Systems Auditor 3

- B. Increased staff turnover
- C. Noncompliance with project methodology
- D. Inability to achieve expected benefits

Antwort: A

Begründung:
Section: Information System Acquisition, Development and Implementation

198. Frage
During a follow-up audit, an IS auditor concludes that a previously identified issue has not been adequately remediated. The auditee insists the risk has been addressed. The auditor should:

- A. recommend an independent assessment by a third party
- B. accept the auditee's position and close the finding
- C. follow-up on the finding next year
- D. report the disagreement according to established procedures

Antwort: A

Begründung:
Section: The process of Auditing Information System

199. Frage
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ServiceNow CIS-DF Prüfungsplan:

Thema	Einzelheiten
Thema 1	<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.
Thema 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.
Thema 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.

Thema 4	<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.
Thema 5	<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.

>> CIS-DF Testfragen <<

CIS-DF Probesfragen, CIS-DF Deutsch Prüfungsfragen

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) CIS-DF Prüfungsfragen mit Lösungen (Q39-Q44):

39. Frage

The Configuration Manager is preparing justification to utilize the CMDB Data Foundations Dashboard. Which benefits align with the usage of this dashboard? (Choose 2 options)

- A. It provides actionable insights to improve data quality and completeness
- B. It automates approval processes for Change Management
- C. It helps detect and eliminate duplicate records in the CMDB
- D. It enables monitoring and tracking of CMDB health over time

Antwort: A,D

Begründung:

The CMDB Data Foundations Dashboard is designed to provide visibility, insight, and guidance into the overall health of CMDB data. Its purpose is not to automate ITSM workflows, but to enable informed decision-making and continuous improvement of configuration data.

One of its primary benefits is providing actionable insights to improve data quality and completeness (Option B). The dashboard highlights gaps in CI attributes, missing relationships, and compliance issues, enabling CMDB administrators and data owners to take targeted corrective actions using Get Well Playbooks.

Another core benefit is enabling organizations to monitor and track CMDB health over time (Option D). The dashboard presents trends across health dimensions--completeness, correctness, and compliance--allowing teams to measure progress, justify investments, and demonstrate maturity improvements aligned to CSDM adoption stages.

40. Frage

A Service Owner is using Unified Map to understand the composition of a service but wants to filter irrelevant information. Which options are available to the Service Owner from the filter panel? (Choose 2 options)

- A. CI type
- B. Managed by group
- C. Business criticality
- D. Discovery source

Antwort: A,C

Begründung:

The Unified Map in ServiceNow provides a consolidated view of services and their underlying components, integrating Discovery and Service Mapping data. To make this view actionable, Service Owners can apply filters to focus on relevant elements and reduce

visual noise.

Filtering by CI type (Option A) is a core capability. It allows the Service Owner to show or hide categories such as servers, databases, load balancers, or applications--making it easier to analyze specific layers of the service.

Filtering by Business Criticality (Option D) is also available and highly valuable. This enables Service Owners to prioritize views around high-impact components, ensuring attention is focused on CIs that pose the greatest risk to service delivery.

41. Frage

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

Antwort: C

Begründung:

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.

42. Frage

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

Antwort: A

Begründung:

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.

43. Frage

A Data Center Manager is working with the CMDB CI Class Manager to define the relationship between Application Servers and the Applications they host. The company has multiple Application Servers that host one or more Applications. Which describes the relationship between the Application Server table [cmdb_ci_app_server] and the Application table [cmdb_ci_appl]?

- A. Many-to-many
- B. One-to-one
- C. One-to-many
- D. Many-to-one

Antwort: A

Begründung:

In Data Foundations, "Configuration" includes modeling CI relationships in a way that reflects real-world technology dependencies and supports operational use cases such as impact analysis, troubleshooting, and service mapping. For "Application Servers host Applications," the scenario describes that multiple Application Servers can host one or more Applications. In most enterprise environments, the reverse is also true: an Application can be hosted across multiple Application Servers (for example, horizontal scaling, clustered deployments, active-active architectures, and separate servers for different tiers or components of the same application).

Because both sides can have multiple related records, the correct logical relationship is many-to-many:

* One Application Server # hosts many Applications

* One Application # can be hosted on many Application Servers

In ServiceNow CMDB terms, many-to-many relationships are represented through the CMDB relationship model (parent/child relationships), enabling the platform to store multiple relationship records linking servers and applications without forcing an unnatural single-reference constraint. This supports better CMDB quality and stronger downstream outcomes-especially for incident triage ("what apps are affected if this server is down?") and change impact analysis ("what servers could be impacted if we change this app component?").

A one-to-many or many-to-one model would incorrectly restrict either the server to one application or the application to one server, which does not align with common hosting patterns and would reduce the CMDB's usefulness and accuracy.

44. Frage

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