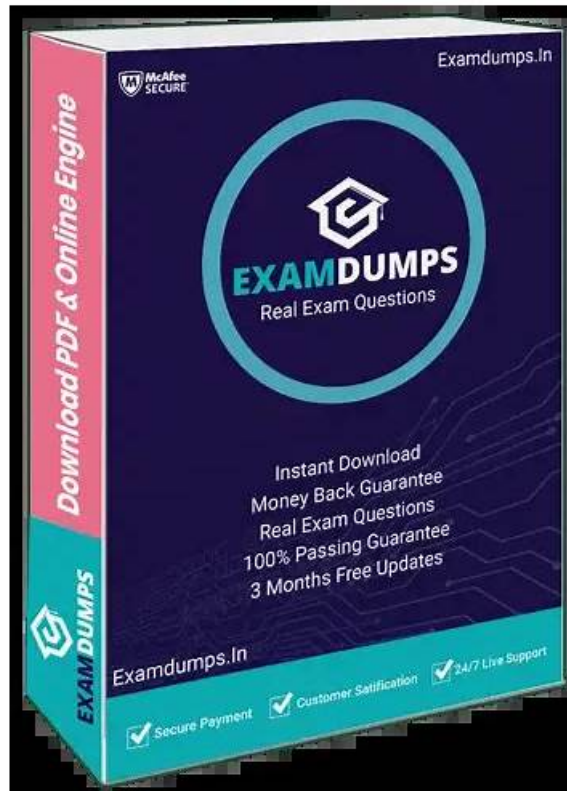


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## ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 2	<ul style="list-style-type: none"> <li>• Configuration: This domain covers CMDB technical setup including CI Class Manager for table hierarchies, IRE for data accuracy, and CMDB 360</li> <li>• multisource configuration for comprehensive CI views.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Govern: This domain focuses on CMDB quality management through health metrics, Data Manager policies, governance frameworks, stakeholder roles, duplicate remediation, operationalization, and lifecycle management.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.</li> </ul>

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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q104-Q109):

### NEW QUESTION # 104

(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. Downgraded CIs
- **B. Duplicate CIs**
- C. Missing CIs
- D. Upgraded CIs
- **E. Stale CIs**

**Answer: B,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 # 105**

Drag and drop the CMDB Health Dashboard metric to the description.

Audit	Answer Area		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
Stale			Actual values of specified fields are compared to the expected values defined in a template

**Answer:**

**Explanation:**

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

**Explanation:**

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	Required
CMDB records that no longer maintain their logical or physical relationships with other CIs	Orphan
CMDB records that are no longer actively updated, but remain stored in the database	Stale
Fields that support the accuracy, completeness, and usability of CI records in the CMDB	Recommended
Actual values of specified fields are compared to the expected values defined in a template	Audit

- \* Duplicate identifies data quality issues where the same asset is modeled more than once, violating CMDB trust principles.
- \* Required ensures minimum viable CI creation and update-critical for ingestion and lifecycle integrity.
- \* Orphan highlights broken relationships, which directly impact impact analysis, Service Mapping, and Change Management.

- \* Stale flags CIs that are no longer being refreshed by Discovery or other sources but still exist in the CMDB.
  - \* Recommended improves completeness and usability, supporting operational and reporting use cases without being mandatory.
  - \* Audit validates data correctness by comparing CI field values against predefined templates or policies.
- This exact mapping is what ServiceNow expects in CMDB Health Dashboard-related exam questions and real-world implementations.

#### NEW QUESTION # 106

When integrating data into the CMDB using Import Sets and Transform Maps, which type of script is added to ensure the data is processed through the Identification and Reconciliation Engine (IRE)?

- A. onBefore
- **B. onAfter**
- C. onComplete
- D. onStart

**Answer: B**

Explanation:

When using Import Sets and Transform Maps to ingest data into the CMDB, it is critical that records are processed through the Identification and Reconciliation Engine (IRE) to prevent duplicates and enforce source precedence. In ServiceNow, this is achieved by invoking the IRE after the transform logic has completed.

The onAfter transform script is the correct place to call the IRE API. At this stage, the transformed data has already been mapped and prepared, allowing the IRE to correctly identify whether a CI already exists and reconcile updates according to defined rules. The onBefore and onStart scripts execute too early--before data mapping is complete--making them unsuitable for IRE processing. The onComplete script runs after the entire import job finishes and is not intended for per-record CI identification and reconciliation. Because Import Sets can bypass IRE if not configured correctly, using an onAfter script is a critical Data Foundations safeguard when this ingestion method is chosen.

#### NEW QUESTION # 107

A new custom class is needed to reflect a new application being managed in the CMDB. Which roles are minimally needed to add this custom CI class?

- A. sn\_cmdb\_admin and personalize\_form
- **B. sn\_cmdb\_admin and personalize\_dictionary**
- C. sn\_cmdb\_admin and personalize\_dictionary
- D. itil\_admin and personalize\_form

**Answer: B**

Explanation:

Creating a custom CI class in the CMDB is a dictionary-level configuration activity and must be performed with the correct minimum privileges to ensure governance and upgrade safety in ServiceNow.

The sn\_cmdb\_admin role is required because it grants administrative access to CMDB structures, including CI class hierarchy management. This role ensures that changes align with CMDB governance controls and Data Foundations practices.

The personalize\_dictionary role is also required because adding a new CI class involves creating or extending dictionary entries (tables, attributes, inheritance). Without dictionary-level access, a user cannot define new classes or attributes in the CMDB schema.

#### NEW QUESTION # 108

Two data sources update the "Support Group" field of Server CIs. Discovery should not overwrite data from a trusted HR import. What should you configure?

- A. Dictionary Override
- **B. Reconciliation Rules**
- C. ACL Rules
- D. CI Class Manager

**Answer: B**

Explanation:

Reconciliation Rules determine attribute precedence when multiple sources update the same field.

## NEW QUESTION # 109

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