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## ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<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 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>• 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>

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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q109-Q114):

### NEW QUESTION # 109

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

**Answer:**

Explanation:

Explanation:

- \* 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 # 110

A ServiceNow Administrator wants to implement Service Graph Connectors to provide integrations to many third-party solutions that the company wants integrated into the CMDB. Which categories of connectors are available to the Administrator?"

- A. DevOps
- **B. Observability**
- **C. Cloud**
- D. Workflow Automation

**Answer: B,C**

Explanation:

Service Graph Connectors are a key Data Foundations ingestion capability in ServiceNow. They provide out-of-the-box, upgrade-safe integrations that ingest data into the CMDB using the Identification and Reconciliation Engine (IRE), ensuring data quality and source governance.

Two primary categories of Service Graph Connectors are:

Cloud (Option A): These connectors integrate with major cloud providers and platforms (such as AWS, Azure, and GCP) to ingest infrastructure, platform, and service data into the CMDB. They are essential for managing hybrid and multi-cloud environments and maintaining accurate cloud CI relationships.

Observability (Option B): These connectors integrate with monitoring and observability tools (such as APM, infrastructure monitoring, and telemetry platforms). They provide near-real-time operational data that enriches CI records and supports incident correlation, impact analysis, and service health insights.

Option C (DevOps) is incorrect because DevOps integrations are typically handled through CI/CD tools and workflow integrations rather than Service Graph Connectors. Option D (Workflow Automation) is unrelated; Service Graph Connectors focus on data ingestion, not process orchestration.

Therefore, the correct connector categories are Cloud and Observability, making Options A and B the correct answers.

### NEW QUESTION # 111

A CMDB Administrator would like to minimize stale CIs in the CMDB. Which CMDB Health Dashboard scorecard displays this information?

- **A. Compliance**
- B. Completeness
- C. Correctness

**Answer: A**

Explanation:

In Data Foundations, "Insight" includes measuring CMDB health in ways that are actionable—so teams can identify where data is degrading and prioritize remediation. Stale CIs (records that are no longer current, not updated, or no longer exist in the environment) are a common source of CMDB risk: they distort reporting, mislead impact analysis, and create noise for operational processes. Reducing staleness supports higher trust in the CMDB and better decision-making.

On the CMDB Health Dashboard, stale CI concerns align most closely with Compliance because staleness is fundamentally about whether CIs continue to meet defined governance expectations over time—such as update frequency, lifecycle status controls, and adherence to rules that indicate whether records are still valid.

Compliance scorecards typically highlight rule-based adherence to standards (for example, policies or health rules indicating that certain CI types must be recently updated or must not exceed staleness thresholds). This makes Compliance the right place to monitor and improve staleness.

By contrast, Completeness focuses on whether required attributes are populated (for example, owner, environment, support group).

Correctness focuses on whether values are accurate and relationships make sense. While stale records can indirectly affect correctness, the dashboard tracking of "stale" is primarily treated as a governance adherence issue—whether the CMDB is being maintained according to lifecycle and freshness expectations—therefore it is surfaced through the Compliance scorecard.

### NEW QUESTION # 112

A Configuration Manager wants to use the Unified Map.

Where would it be accessed?

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

**Answer: A**

Explanation:

The Unified Map is a visualization capability used to understand service composition, dependencies, and relationships across CIs, Application Services, and infrastructure. In ServiceNow, the Unified Map is accessed through the CMDB Workspace. CMDB Workspace serves as the central experience for CMDB operations, analytics, and visualization. From within the workspace, users can launch the Unified Map to explore how services are constructed, identify dependencies, and analyze impact—leveraging data from Discovery and Service Mapping.

Option A (CI Class Manager) is used for class hierarchy, ownership, and principal class configuration, not visualization. Option B (CMDB Data Manager) is focused on governance and lifecycle policies, such as archival, certification, and attestation, not service mapping views.

Because Unified Map is an operational and analytical visualization tool, it is correctly accessed via CMDB Workspace.

Therefore, the correct answer is C - CMDB Workspace.

### NEW QUESTION # 113

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality.

Drag each ServiceNow product to the value it brings in supporting Incident Management.

**Answer:**

Explanation:

□ Explanation:

□ Enhancing Incident Management in ServiceNow often involves integrating complementary products that enrich context, prioritization, and decision-making.

Discovery strengthens incident resolution by automatically populating accurate CI data and relationships, allowing responders to quickly understand affected infrastructure and applications.

Hardware Asset Management (HAM) adds visibility into asset lifecycle, ownership, and maintenance actions, which is especially valuable when incidents involve physical devices or failures.

Risk Management (part of IRM) provides insight into business and financial risk exposure, helping teams prioritize incidents based on potential regulatory, safety, or financial impact.

Service Portfolio Management (SPM) connects incidents to the service lifecycle, enabling better understanding of whether an incident affects a live, retiring, or planned service-and improving communication with stakeholders. Together, these integrations transform Incident Management from a reactive process into a context-rich, business-aligned capability.

## NEW QUESTION # 114

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