

# Reliable CIS-DF Exam Blueprint - The Best ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) - Reliable CIS-DF Dumps Ppt



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## **CIS-DF Exam Braindumps: Certified Implementation Specialist - Data Foundations (CMDB and CSDM) & CIS-DF Certification Training**

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**ServiceNow Certified Implementation Specialist - Data Foundations (CMDB**

## and CSDM) Sample Questions (Q56-Q61):

### NEW QUESTION # 56

Given a list of Service types in the platform, drag the appropriate service to its definition.

**Answer:**

Explanation:

Explanation:

Definition	Correct Service Type
Logical representation of a deployed system or application stack	Application Service
Published to Service Owners and underpins one or more business or application services	Technology Management Service (Technical Service)
Published to Business Users and underpins one or more business capabilities	Business Service

Within the Common Service Data Model (CSDM), service types are clearly defined to separate business-facing value, application logic, and technical enablement. Correct classification is foundational to impact analysis, ownership, reporting, and service visibility. An Application Service is a logical representation of a deployed application or system stack. It models how an application runs, including servers, databases, middleware, and integrations. Application Services are typically created and maintained through Service Mapping and are primarily consumed by IT operations, DevOps, and support teams.

A Technology Management Service (also called a Technical Service) represents shared technical capabilities such as databases, authentication platforms, messaging systems, or cloud infrastructure. These services are published to Service Owners, not business users, and underpin one or more Application Services or Business Services. They are critical for understanding technical dependencies and risk but are not business-facing.

A Business Service is published to Business Users and directly supports business capabilities and outcomes. It represents what the business consumes, such as "Online Banking," "Order Fulfillment," or "Employee Onboarding." Business Services sit at the top of the CSDM hierarchy and are the anchor point for SLAs, experience, and value measurement.

Correctly distinguishing these service types ensures alignment with CSDM best practices, enables accurate impact analysis, and prevents common CMDB anti-patterns such as exposing technical services to business users or misrepresenting application stacks as business value.

### NEW QUESTION # 57

(Choose 2 options)

The following Reconciliation Rules were configured for ServiceNow, Altiris, and SCCM for the Windows Server (cmdb\_ci\_win\_server) class:

Discovery Source	Class	Priority
ServiceNow	Windows Server [cmdb_ci_win_server]	100
Altiris	Windows Server [cmdb_ci_win_server]	200
SCCM	Windows Server [cmdb_ci_win_server]	300

Which statements are true?

- A. Data collected with a discovery source of Altiris can update records inserted by SCCM into the Windows Server table.
- B. Data collected with a discovery source of SCCM can update any record in the Windows Server table because it has the highest priority number.
- C. Data collected with a discovery source of ServiceNow can insert new records into the Windows Server table, but cannot update records created by Altiris or SCCM.
- D. Data collected with a discovery source of SCCM can be inserted as new records in the Windows Server table.

**Answer: A,D**

Explanation:

This question tests understanding of reconciliation source priority in the Identification and Reconciliation Engine (IRE) in ServiceNow.

In reconciliation rules, lower numeric values represent higher priority. Therefore, the priority order is:

ServiceNow (100) - highest authority

Altiris (200)

SCCM (300) - lowest authority

Why A is correct

Because Altiris (200) has higher priority than SCCM (300), data from Altiris can update records originally inserted by SCCM. This is exactly how reconciliation precedence works-higher-priority sources can overwrite lower-priority ones.

Why C is correct

SCCM, even though it has the lowest priority, is still an authorized discovery source. It can insert new records into the Windows Server table when no existing CI is identified. Priority only affects updates, not the ability to create records.

Why B is incorrect

ServiceNow (priority 100) can update records from Altiris and SCCM because it has the highest priority. The statement incorrectly claims it cannot.

Why D is incorrect

SCCM does not have the highest authority. A higher numeric value means lower priority, so SCCM cannot update records created by higher-priority sources.

### NEW QUESTION # 58

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

**Answer: C**

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 # 59

Drag and Drop Question

Drag and drop the application service type to the best description.

Application Service Type	Description
Service Mapping (Top-down)	Recommended for mission-critical application services that require a precise approach using patterns
Tag-Based	Best fit to map cloud-native, container-based, or virtual machine environments
Service Mapping (Connection Sugg)	Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner
Dynamic CI Group	Ideal for small application services that can be easily grouped using filters and CMDB queries

Answer:

Explanation:

Application Service Type	Description
Service Mapping (Top-down)	Recommended for mission-critical application services that require a precise approach using patterns
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Explanation:

In Data Foundations (CMDB + CSDM), an Application Service should be created using an approach that balances accuracy, speed, and maintainability, because the service map becomes the foundation for impact analysis, service visibility, and operational workflows.

Service Mapping (Top-down) is best for mission-critical services because it uses structured entry points and patterns to precisely discover infrastructure, dependencies, and communication paths.

This produces high-fidelity maps suitable for strict governance, controlled change, and reliable outage impact analysis.

Tag-Based mapping is best for cloud-native and dynamic environments (containers, elastic virtual machines, and cloud resources) because tags/labels are the most stable identifiers in rapidly changing estates. It aligns well with modern cloud governance where ownership, environment, and service affiliation are expressed through standardized tagging strategies.

Service Mapping (Connection Suggestions) fits custom-built applications because it leverages observed connection data and application fingerprinting to propose likely dependencies. This accelerates service map creation when traditional pattern-first modeling would take longer, helping teams reach usable service visibility faster while still allowing validation and refinement. Dynamic CI Group is ideal for smaller services where a full discovered map may be unnecessary.

It groups CIs using filters and CMDB queries, providing a lightweight way to define "what's in the service" for reporting, ownership, and basic impact without heavy mapping overhead.

#### NEW QUESTION # 60

With CMDB 360 / Multisource CMDB, Dynamic Reconciliation Rules are enabled. Based on management requirements, a CMDB Administrator needs to configure multiple Dynamic Reconciliation Rules.

Which are available Dynamic Rule Types within the Create Reconciliation Rule wizard? (Choose 2 options)

- A. Last Created
- B. Most Reported
- C. Last Updated
- D. Smallest Value

**Answer: B,C**

Explanation:

CMDB 360 / Multisource CMDB extends the standard IRE by enabling Dynamic Reconciliation Rules, which determine attribute values dynamically based on incoming data patterns rather than fixed source priority.

Within the Create Reconciliation Rule wizard, two supported dynamic rule types are:

Most Reported (Option B): selects the attribute value that is reported most frequently across all sources. This is useful when multiple sources contribute data and consensus is a strong indicator of correctness.

Last Updated (Option C): selects the most recently updated value, which is useful for rapidly changing attributes such as IP address or operational state.

#### NEW QUESTION # 61

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