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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q16-Q21):

NEW QUESTION # 16

The Configuration Management team wants to confirm that all servers in the CMDB actually exist in the data center. Which CMDB Data Manager policy type would the team create? (Choose 1 option)

- A. Delete
- B. Retire
- C. Archive
- **D. Attestation**
- E. Certification

Answer: D

Explanation:

Comprehensive and Detailed Explanation (200-300 words)

Within ServiceNow Data Foundations, CMDB Data Manager provides multiple policy types to support governance, data quality, and lifecycle management of configuration items (CIs). The scenario described- confirming that servers recorded in the CMDB physically exist in the data center- is a classic example of existence validation and ownership confirmation, which is exactly the purpose of an Attestation policy.

An Attestation policy is designed to request a human validation from a responsible individual or group (such as a data center manager, platform owner, or infrastructure team). The policy generates attestation tasks that require reviewers to explicitly confirm whether a CI is valid, accurate, and still exists. This aligns directly with CMDB governance best practices and ITIL 4 Service Configuration Management, where periodic verification ensures trust in the CMDB as a system of record.

The other policy types do not meet this requirement:

* Certification is typically used to validate compliance with defined data standards (e.g., mandatory fields populated), not physical existence.

* Delete, Archive, and Retire are lifecycle actions, used after a CI has already been identified as obsolete or no longer required.

* None of these options involve human confirmation of real-world existence.

From a CSDM and Data Foundations perspective, attestation supports:

* CMDB accuracy and credibility

* Audit and regulatory compliance (especially critical in financial services)

* Clear accountability for CI ownership and validation

Therefore, when the goal is to confirm that servers actually exist, the correct and fully aligned CMDB Data Manager policy type is Attestation (E).

NEW QUESTION # 17

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

Answer: B,C

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 # 18

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery.

During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade
- C. Class Upgrade

Answer: C

Explanation:

In the CMDB class hierarchy, Server is a generic parent class, while Linux Server and Windows Server are more specific child classes. When ServiceNow Discovery detects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called a Class Upgrade.

A Class Upgrade occurs when a CI is reclassified down the hierarchy into a more specific subclass, enriching the record with additional attributes, behaviors, and discovery patterns appropriate to that class. This is a standard and expected behavior in mature CMDB implementations and aligns with Data Foundations best practices.

A Class Switch would imply lateral movement between unrelated classes, which is not what happens here.

A Class Downgrade would move a CI from a specific class back to a more generic one, typically when discovery confidence is reduced—not the case in this scenario.

By performing class upgrades automatically, Discovery improves CMDB accuracy, reporting precision, and service mapping quality without manual intervention.

Therefore, the correct answer is C - Class Upgrade.

NEW QUESTION # 19

The CMDB Administrator has set up two Dynamic Reconciliation Rules within the ServiceNow Production Instance. The 'Server' class has a Dynamic Reconciliation Rule of largest value for the RAM field. The 'Windows Server' class has a Dynamic Reconciliation Rule of most reported for the RAM field.

Given the above data in Multisource CMDB, which value is added to the CMDB for RAM for a Server CI?

- A. 4,096 MB
- B. 2,048 MB
- C. 8,192 MB

Answer: C

Explanation:

This question hinges on understanding class-specific Dynamic Reconciliation Rules in CMDB 360 / Multisource CMDB within ServiceNow.

Although two different dynamic rules are configured, the rule applied depends on the CI class being evaluated:

For the Server class, the configured rule is Largest value for the RAM attribute.

For the Windows Server class, the rule Most reported would apply—but only if the CI were evaluated as a Windows Server.

The question explicitly asks for the resulting RAM value for a Server CI, not a Windows Server CI. Therefore, the Largest value rule governs the outcome.

Looking at the multisource values:

2,048 MB (LANDesk)

4,096 MB (Tivoli)

4,096 MB (ServiceNow)

8,192 MB (Altiris)

Under the Largest value dynamic reconciliation rule, the IRE selects the maximum numeric value, regardless of how frequently it is reported or which source provided it.

The Most reported logic (which would result in 4,096 MB) does not apply here because that rule is configured for a different class (Windows Server).

This scenario illustrates an important CMDB 360 principle: Dynamic reconciliation is evaluated per class, and child-class rules do not override parent-class rules unless the CI is actually classified under that child class.

NEW QUESTION # 20

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 # 21

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