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Free PDF Quiz High Pass-Rate ServiceNow - CIS-DF - Certified Implementation Specialist - Data Foundations (CMDB and CSDM) New Guide Files

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q48-Q53):

NEW QUESTION # 48

A CMDB Manager wants to improve data quality using the CMDB Health Dashboard. What needs to happen to generate CMDB health scores?

- A. Nothing. CMDB health scores are calculated by default
- **B. The scheduled jobs for the CMDB Health Dashboard must be activated**
- C. The plugin, CMDB health calculation, needs to be installed

Answer: B

Explanation:

InServiceNow, the CMDB Health Dashboard does not calculate health scores in real time by default. Instead, health scores are generated and refreshed by scheduled calculation jobs that evaluate CI data against defined health rules across the dimensions of completeness, correctness, and compliance.

To generate and maintain CMDB health scores, the scheduled jobs for CMDB Health must be active. These jobs periodically scan the CMDB, apply health rules (for example, required attributes populated, lifecycle status compliance, certification results), and

calculate scores that are displayed on the dashboard and scorecards. Without these scheduled jobs running, the dashboard cannot produce current or meaningful health metrics.

Option B is incorrect because CMDB health scoring is not automatic or real-time; it depends on scheduled processing. Option C is also incorrect because CMDB Health is part of the core CMDB/Data Foundations capability in ServiceNow and does not require a separate "CMDB health calculation" plugin to be installed in modern implementations.

Activating and maintaining these scheduled jobs ensures that health scores remain accurate, trendable over time, and useful for governance decisions. This is a foundational requirement for using the CMDB Health Dashboard as a data quality improvement tool. Therefore, the correct answer is A - The scheduled jobs for the CMDB Health Dashboard must be activated.

NEW QUESTION # 49

CMDB class owners are receiving tasks under the "My Work" tab in the CMDB Workspace.

Which CMDB management tool is generating those tasks?

- A. CMDB Health Dashboard
- B. De-duplication templates
- C. CMDB Data Manager

Answer: C

Explanation:

The CMDB Data Manager is the ServiceNow capability responsible for generating actionable governance tasks and assigning them to CI class owners and data stewards. These tasks appear directly in the "My Work" tab within the CMDB Workspace, enabling proactive and role-based CMDB governance.

CMDB Data Manager focuses on data lifecycle management, including archival, retirement, and cleanup of CIs based on defined policies. When lifecycle rules or retention thresholds are met or when human validation is required, the Data Manager creates tasks to prompt responsible owners to take action. This ensures that CMDB data remains accurate, compliant, and lean over time.

The CMDB Health Dashboard (Option C) provides visibility into health metrics such as completeness, correctness, and compliance, but it does not generate tasks. Similarly, De-duplication templates (Option A) support duplicate identification and remediation workflows, but they do not create ongoing governance tasks in the CMDB Workspace.

By surfacing tasks in "My Work," CMDB Data Manager operationalizes governance and embeds accountability into daily workflows, which is a key principle of CMDB Data Foundations.

Therefore, the correct answer is Option B - CMDB Data Manager.

NEW QUESTION # 50

A Configuration Manager needs to leverage a policy type to automate the creation and assignment of tasks to validate the existence of CIs.

Which policy type should be used to accomplish this goal?

- A. Certification
- B. Retire
- C. Attestation
- D. Delete

Answer: C

Explanation:

In ServiceNow, validating whether Configuration Items (CIs) still exist is a core CMDB governance activity.

Over time, environments change rapidly - servers are decommissioned, cloud resources are torn down, and applications are replaced.

If existence validation is not enforced, the CMDB quickly fills with obsolete or

"ghost" CIs.

Attestation policies are specifically designed to address this need. An attestation policy automatically generates and assigns tasks to responsible users or groups, asking them to confirm that a CI still exists and is still relevant. This process focuses on acknowledgment rather than deep data validation, making it lightweight and scalable across large CMDBs.

Certification policies (Option A) are used when specific attributes must be validated, such as lifecycle status, support group, or environment. While important for data correctness, certification is not intended solely to confirm CI existence. Delete (Option B) and Retire (Option C) policies are lifecycle actions that remove or transition records, but they do not validate existence before taking action.

Attestation integrates cleanly with CMDB Workspace, assigns tasks automatically, and supports auditability - ensuring accountability for CI ownership. This makes it the correct and Data Foundations-aligned policy type for validating CI existence.

Therefore, Option D - Attestation is the correct answer.

NEW QUESTION # 51

The CMDB Administrator group aims to display meaningful results on the CMDB Health Dashboard - Compliance Scorecard for server records that are not on the latest patch.

What must be configured to achieve this goal?

- A. Technical Service Offerings, Dynamic CI Groups, CMDB Groups
- B. Stale, Orphan, Duplicate
- C. Certification Filter, Certification Template, Audit
- D. **Certification Policies, Data Filters, Scheduled Jobs**

Answer: D

Explanation:

In ServiceNow, the Compliance dimension of the CMDB Health Dashboard is driven by Data Certification. To surface meaningful compliance results—such as identifying servers that are not on the latest patch—the platform requires a combination of Certification Policies, Data Filters, and Scheduled Jobs.

Certification Policies define what data must be validated and which attributes are subject to compliance checks (for example, patch level, OS version, or last update date). Data Filters scope the population—such as server classes only—ensuring the compliance evaluation targets the correct CIs. Scheduled Jobs automate when certifications run, keeping compliance scores current and reflective of the latest state.

Options A and C are incorrect because audits and stale/orphan/duplicate checks relate to other health dimensions (correctness and completeness), not compliance. Option B focuses on service modeling and group alignment, which does not directly drive compliance scoring for patch currency.

Therefore, configuring Certification Policies, Data Filters, and Scheduled Jobs is required to accurately measure and display patch compliance on the CMDB Health Dashboard.

NEW QUESTION # 52

A Configuration Manager has configured multiple data sources that are all authorized to update the same class and the same set of class attributes in the CMDB.

What can the Configuration Manager do to control which data source should be the authoritative source of truth for a specific class or set of class attributes?

- A. Assign a run order to each data source in the identification rules
- B. Configure data refresh rules with a specific time period
- C. **Assign a priority to each data source in reconciliation rules**
- D. Manually run the data source updates in the correct order

Answer: C

Explanation:

In ServiceNow, controlling source precedence when multiple authorized data sources update the same CI attributes is a core responsibility of Identification and Reconciliation Engine (IRE) governance.

The correct and supported method is to assign priority to each data source in reconciliation rules.

Reconciliation rules determine which source wins when multiple sources attempt to update the same attribute on a CI. By defining source precedence, the Configuration Manager ensures that the most authoritative system of record (for example, Discovery over manual imports, or HR systems over spreadsheets) consistently controls specific attributes or classes.

Option B is incorrect because manually sequencing data source runs is unreliable, does not scale, and violates Data Foundations best practices. Option C only controls how often data is refreshed, not which source is authoritative. Option D is incorrect because identification rules are used to uniquely identify CIs—not to control attribute-level precedence.

Using reconciliation rules provides deterministic, auditable, and automated control, which is essential for maintaining CMDB trust and avoiding data conflicts.

Therefore, the correct answer is A - Assign a priority to each data source in reconciliation rules.

NEW QUESTION # 53

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