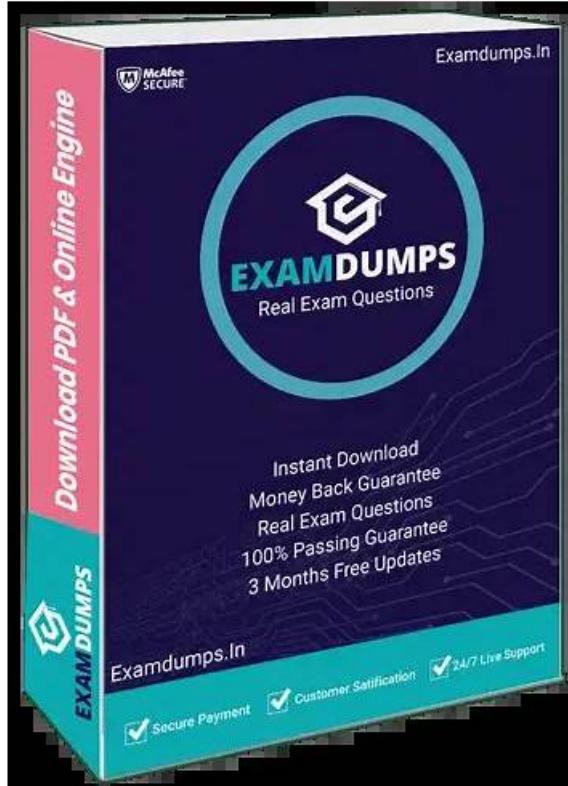


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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q12-Q17):

NEW QUESTION # 12

A Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team ensures that the Change Group field is populated for all managed CIs. As a result, which base system field on the Change form will be automatically populated after selecting a CI?

- A. Managed by Group
- B. Change Group
- C. Assignment Group
- D. Approval Group

Answer: B

Explanation:

In a mature Configuration Management implementation within ServiceNow, CI operational attributes are leveraged to automate Change Management workflows and reduce manual effort.

When a CI is selected on a Change record, ServiceNow evaluates the CI's Change Group attribute. If this field is populated on the CI, the platform automatically copies its value into the Change Group field on the Change form. This ensures that change ownership and governance are immediately aligned with the responsible technical team.

The Change Group is distinct from the Assignment Group, which is used primarily in Incident and Task routing.

Managed by Group represents lifecycle ownership and is used by CMDB governance tools, while Approval Group controls approval workflows but is not auto-populated from CI selection.

This behavior demonstrates the value of accurate CI attributes: once populated consistently, they enable automatic field population, reduced manual errors, and faster processing across ITSM workflows.

Therefore, the correct answer is A - Change Group.

NEW QUESTION # 13

An CMDB Administrator seeks to understand the available tools for preventing, addressing, and remediating duplicate CIs. Drag and drop each feature with the corresponding outcome. Some options may not apply.

□

Answer:

Explanation:

□

In ServiceNow, duplicate CI management spans detection, insight, and remediation:

The CMDB Health Dashboard - Correctness surfaces where duplicates exist and their impact, providing visibility and prioritization.

Certification Tasks support governed resolution, allowing assignment to individuals or groups to validate and correct data.

De-duplication Templates enable bulk remediation, ideal when standardized merge rules can be applied across many duplicates.

The Duplicate CI Remediator offers a guided, record-by-record wizard, preserving relationships and history for safer individual resolutions.

De-duplication Tasks are the work items generated by these processes, but they do not themselves represent an outcome - hence not applicable.

This mapping aligns with CMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

NEW QUESTION # 14

A Configuration Management Governance team is transitioning from utilizing legacy CMDB status fields to CSDM lifecycle status fields.

Which table can be modified?

- A. Life Cycle Stage Status
- B. Life Cycle Controls
- C. Life Cycle Stages

- D. Life Cycle Mapping

Answer: D

Explanation:

When organizations transition from legacy CMDB status fields (such as custom install status or operational status values) to CSDM-aligned lifecycle status fields, the goal is to map old values to standardized lifecycle stages without disrupting existing processes. In ServiceNow, this is achieved through the Life Cycle Mapping table.

The Life Cycle Mapping table is specifically designed to translate legacy or custom status values into CSDM lifecycle stages and statuses. This allows organizations to preserve historical data and integrations while progressively adopting CSDM standards. By modifying this table, administrators can define how existing status values correspond to CSDM lifecycle stages such as Plan, Build, Deploy, Operate, and Retire.

The Life Cycle Stage table (Option A) defines the standard stages themselves and should not be modified, as these are core to CSDM governance. Life Cycle Stage Status (Option C) defines valid statuses within a stage and is also part of the standardized model. Life Cycle Controls (Option D) enforce governance rules but do not perform value translation.

Therefore, to safely transition from legacy status fields to CSDM lifecycle statuses, the correct and supported approach is to modify the Life Cycle Mapping table, making Option B the correct answer.

NEW QUESTION # 15

The CMDB Configuration Manager is using the CI Class Manager to define group ownership of CI classes and needs to leverage the ownership value specified in the CI Class Manager.

When creating a CMDB Data Manager policy, which group reference field should be set?

- A. Change Group
- B. **Managed By Group**
- C. Support Group
- D. Approval Group

Answer: B

Explanation:

In ServiceNow CMDB governance, the CI Class Manager allows administrators to assign ownership and accountability at the class level. This ownership is used by governance tools—especially CMDB Data Manager—to automatically determine who receives tasks and actions related to data lifecycle management.

The group reference field that aligns with class ownership and is consumed by CMDB Data Manager policies is the **Managed By Group**. This field represents the team responsible for the technical stewardship and lifecycle management of CIs within that class.

When CMDB Data Manager executes policies such as retention, archival, or cleanup, it uses the **Managed By Group** to assign tasks to the appropriate data owners. This ensures governance actions are routed to the correct accountable team without manual intervention.

Approval Group, Support Group, and Change Group serve different purposes. Approval Group is used for workflow approvals, Support Group is used for operational ticket routing, and Change Group supports Change Management governance. None of these reflect data ownership at the class level.

Therefore, to leverage CI class ownership defined in the CI Class Manager within CMDB Data Manager policies, the correct field is **Managed By Group**, making Option B the verified answer.

NEW QUESTION # 16

The Apache Web Server Identification Rule is configured with the following criterion attributes:

Class

Configuration file

Version

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping.

Today, the application owner upgraded Apache to a different version and reran discovery of the service.

What will happen in the CMDB?

- A. The existing Apache Web Server CI will be reconciled and its version will be updated.
- **B. A new Apache Web Server CI is created.**
- C. The Apache Web Server CI will be reclassified as a Web Server CI.
- D. A duplication error will occur.

Answer: B

Explanation:

This scenario hinges on how the Identification and Reconciliation Engine (IRE) in ServiceNow evaluates identification rules. The identification rule for the Apache Web Server class includes Version as part of the identifier criteria, along with Class and Configuration file. Identification rules must match all criterion attributes exactly for an incoming record to be identified as an existing CI and reconciled.

Yesterday's discovery created an Apache Web Server CI with a specific version value. When Apache is upgraded and discovery is rerun, the Version attribute changes. Because Version is part of the identifier, the incoming record no longer matches the existing CI's identifier entry. As a result, the IRE cannot identify the existing CI as the same configuration item.

When identification fails and no matching identifier entry is found, the IRE proceeds to insert a new CI record rather than updating the existing one. This behavior is intentional and protects the CMDB from incorrectly reconciling records that no longer meet identification criteria.

Option A is incorrect because reconciliation only occurs after successful identification.

Option C is incorrect because reclassification is unrelated to identification criteria.

Option D is incorrect because this is not an error condition; it is expected IRE behavior.

This example highlights a best practice caution: volatile attributes (such as Version) should generally not be used as identifier attributes, as they can cause unintended CI duplication during upgrades.

NEW QUESTION # 17

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