

# Free PDF Newest ServiceNow - CIS-DF Exam Overview



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## ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<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 3	<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 4	<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 5	<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>

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## Exam ServiceNow CIS-DF Course, Valid CIS-DF Test Topics

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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q74-Q79):

### NEW QUESTION # 74

ServiceNow provides a suite of CMDB management tools designed to effectively ingest, manage, and maintain CIs and relationships.

Drag and drop the design architecture to its management tool. (Some options may not apply.)

### Answer:

Explanation:

Explanation:

Agent Client Collector

Automated agent-based solution running patterns

Import Sets

Organization-built solution using transform maps

Service Graph Connector

Pre-built store integration solutions that require minimal customization ServiceNow Discovery Automated agentless solution running patterns Agent Client Collector: This is ServiceNow's agent-based approach. It requires a software agent to be installed on the target host to run discovery patterns locally.

Import Sets: This is the traditional, manual way to bring in data. You define the source, and the organization builds the logic

(Transform Maps) to move that data into the CMDB.

Service Graph Connector: These are found in the ServiceNow Store. They are "certified" integrations built to work with specific third-party vendors (like SCCM or Jamf) with minimal setup.

ServiceNow Discovery: The classic agentless method. It probes the network and uses patterns to identify and map CIs without needing software installed on every machine.

### NEW QUESTION # 75

According to the Common Service Data Model (CSDM), a server team is requesting a catalog item be created for infrastructure requests.

Which role is involved initiating the request and defining requirements?

- A. Technology Service Owners
- B. Application Service Owners
- C. Enterprise Architect

**Answer: A**

Explanation:

In CSDM, Technology Services (and their Service Offerings) represent how technical capabilities are delivered and consumed by internal teams. When a server team requests a catalog item for infrastructure services (e.g., VM provisioning, storage, OS builds), the role responsible for initiating the request and defining requirements is the Technology Service Owner.

Technology Service Owners understand the operational capabilities, constraints, SLAs, and fulfillment workflows required to deliver infrastructure services. They define catalog requirements such as options, approvals, fulfillment tasks, and guardrails—ensuring the request aligns with standardization, security, and operational readiness.

Application Service Owners focus on how applications are delivered and supported, not on defining infrastructure catalog items. Enterprise Architects provide standards and guidance but do not initiate or define catalog request requirements.

Thus, the correct role is B - Technology Service Owners.

### NEW QUESTION # 76

An organization is changing data centers and needs to know the consequences of the planned changes.

How can Application Service Mapping be used as part of Change Management?

- A. To understand the physical location of CIs
- B. To understand the business impact of CIs
- C. To identify which devices will go offline first

**Answer: B**

Explanation:

Application Service Mapping is a critical capability in ServiceNow for enabling business-aware Change Management. Its primary value is not in identifying physical shutdown sequences or CI locations, but in translating technical changes into business impact.

When an organization plans a data center move, multiple infrastructure components—servers, databases, network devices—may be affected. On their own, these technical CIs provide little insight into business risk.

Application Service Mapping connects these CIs to Application Services and Business Services as defined by the Common Service Data Model (CSDM). This relationship allows Change Managers to see which business services, customers, and processes are impacted by the planned change.

By leveraging service maps, Change Management can answer critical questions such as:

Which customer-facing services may experience downtime?

What revenue-generating or mission-critical services are at risk?

Which stakeholders must be notified or involved in approvals?

Option A is incorrect because service mapping does not determine shutdown order; that is handled by infrastructure planning.

Option C focuses on physical location data, which is typically managed through Location CIs and Discovery, not service mapping.

Therefore, the correct answer is B - To understand the business impact of CIs, which aligns directly with ITIL

4, CSDM, and Change Management best practices.

### NEW QUESTION # 77

ACMDB 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:

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 # 78**

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, such as the CI reference field on an Incident form.

Where does the CMDB Administrator designate Principal Classes?

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

**Answer: D**

Explanation:

Principal Classes are a key CMDB configuration concept used to control which CI classes are selectable in reference fields across ITSM processes. This helps reduce noise, prevent incorrect CI selection, and improve data quality.

In ServiceNow, Principal Classes are designated within the CI Class Manager. This tool allows CMDB administrators to manage the CI class hierarchy, define ownership, and explicitly mark classes as principal.

Once a class is marked as principal, its CIs become available in CI reference fields such as those on Incident, Change, and Problem forms.

Option A (CMDB Workspace) provides operational and analytical views but does not control schema-level class behavior. Option C (System Properties) does not manage class designation. Option D (CMDB Data Manager) governs lifecycle and data quality policies, not reference field behavior.

By configuring Principal Classes in the CI Class Manager, organizations ensure that only relevant, high-value CI classes are exposed to end users, aligning with Data Foundations best practices.

Therefore, the correct answer is B - CI Class Manager.

**NEW QUESTION # 79**

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