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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q47-Q52):

**NEW QUESTION # 47**
A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered byServiceNow Discovery.
During the discovery process, if existing Server records are reclassified into theLinux ServerandWindows Serverclasses, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade

- C. Class Upgrade

**Answer: C**

Explanation:
In the CMDB class hierarchy,Serveris ageneric parent class, whileLinux ServerandWindows Serveraremore specific child classes.
WhenServiceNow Discoverydetects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called aClass Upgrade.
AClass Upgradeoccurs when a CI is reclassifieddown 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.
AClass Switchwould imply lateral movement between unrelated classes, which is not what happens here.
AClass Downgradewould 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 isC - Class Upgrade.

## NEW QUESTION # 48
(Choose 2 options)
A CMDB Administrator has built a number ofTechnology Management Service Offerings (Technical Service Offerings)based onDynamic CI Groupsto better maintain group alignment for the member CIs.
Which groups aresynced to CIs from the offeringthat has a relationship to a Dynamic CI Group?

- A. Owned by Group
- B. Support Group
- C. Managed by Group
- D. Approval Group

**Answer: B,C**

Explanation:
InServiceNow, Dynamic CI Groups are a coreData Foundationscapability used to automatically manage CI membership based on rules rather than manual maintenance. WhenTechnology Management Service Offerings (Technical Service Offerings)are related to Dynamic CI Groups, ServiceNow uses those relationships tosynchronize operational support attributesto the member CIs.
The two CI attributes that are intentionally designed to sync in this model are theManaged by Groupand theSupport Group. These groups directly influenceoperational ownership and support routing, which is why they are automatically aligned when Dynamic CI Groups are used. This ensures that incidents, changes, problems, and operational tasks are routed consistently as CI membership changes over time.
TheSupport Groupdefines who provides day-to-day operational support and is critical for Incident and Request Management workflows. TheManaged by Grouprepresents the team responsible for the technical lifecycle and operational health of the CI.
Synchronizing these attributes eliminates manual updates and reduces misrouted tickets, which is a key goal of Configuration Management maturity.
TheApproval Group(Option A) is not synced because approvals are process-driven and often context-specific rather than CI-driven. Similarly, theOwned by Group(Option C) represents accountability or financial ownership, which is intentionally decoupled from dynamic operational grouping to avoid unintended governance changes.
Therefore, the correct answers areB (Managed by Group)andD (Support Group).

## NEW QUESTION # 49
The CMDB Configuration Manager is using theCI Class Managerto define group ownership of CI classes and needs to leverage the ownership value specified in the CI Class Manager.
When creating aCMDB Data Manager policy, whichgroup reference fieldshould be set?

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

**Answer: A**

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 # 50

A ServiceNow Administrator wants to implement Sen/ice Graph Connectors to provide integrations to many third-party solutions that the company wants integrated into the CMDB Which categories of connectors are available to the Administrator"?

- A. DevOps
- B. Observability
- C. Cloud
- D. Workflow Automation

**Answer: B,C**

Explanation:

Service Graph Connectors are a key Data Foundations ingestion capability in ServiceNow. They provide out-of- the-box, upgrade-safe integrations that ingest data into the CMDB using the Identification and Reconciliation Engine (IRE), ensuring data quality and source governance.

Two primary categories of Service Graph Connectors are:

Cloud (Option A): These connectors integrate with major cloud providers and platforms (such as AWS, Azure, and GCP) to ingest infrastructure, platform, and service data into the CMDB. They are essential for managing hybrid and multi-cloud environments and maintaining accurate cloud CI relationships.

Observability (Option B): These connectors integrate with monitoring and observability tools (such as APM, infrastructure monitoring, and telemetry platforms). They provide near-real-time operational data that enriches CI records and supports incident correlation, impact analysis, and service health insights.

Option C (DevOps) is incorrect because DevOps integrations are typically handled through CI/CD tools and workflow integrations rather than Service Graph Connectors. Option D (Workflow Automation) is unrelated; Service Graph Connectors focus on data ingestion, not process orchestration.

Therefore, the correct connector categories are Cloud and Observability, making Options A and B the correct answers.

## NEW QUESTION # 51

A healthcare provider faces a critical incident affecting its patient management system. The provider needs to identify the users impacted to mitigate disruption effectively.
Which CSDM-related data should they leverage?

- A. Service environment attribute
- B. Affected CI [task_ci] related list
- C. Incident history of similar CIs
- D. Service Offerings by Department or Location

**Answer: D**

Explanation:

In a healthcare environment, identifying who is impacted during a critical incident is essential to patient safety and continuity of care. Within the Common Service Data Model (CSDM), the most effective way to determine impacted users is through Service Offerings, particularly when they are defined by department or location.

Service Offerings represent how a service is consumed by specific user groups. In this case, a patient management system may have

different offerings for departments such as Emergency, Inpatient Care, or Outpatient Services, or be scoped by hospital location. These offerings explicitly defineconsumer context, allowing incident responders to immediately identify which clinicians, staff, or facilities are affected.

Option D (Affected CI related list) identifies technical impact but does not translate that impact intouser or consumer context. Option A provides historical insight but does not identify current impacted users. Option C (service environment) helps differentiate production vs non-production but does not identifywhois impacted.

By leveragingService Offerings by Department or Location, the provider can quickly notify the right users, prioritize response based on clinical impact, and coordinate mitigation effectively-aligning with CSDM and ITIL best practices.

Therefore, the correct answer isB - Service Offerings by Department or Location.

## NEW QUESTION # 52

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The diagram shows a number of example objects and the messages CIS-DF that are passed between these objects within the use case, In this article, you'll take a look at relevantcertifications, technical skills and knowledge, higher education, CIS-DF Test Dumps.zip and subject matter expertise of greatest interest to employers hiring IT internetworking professionals.

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