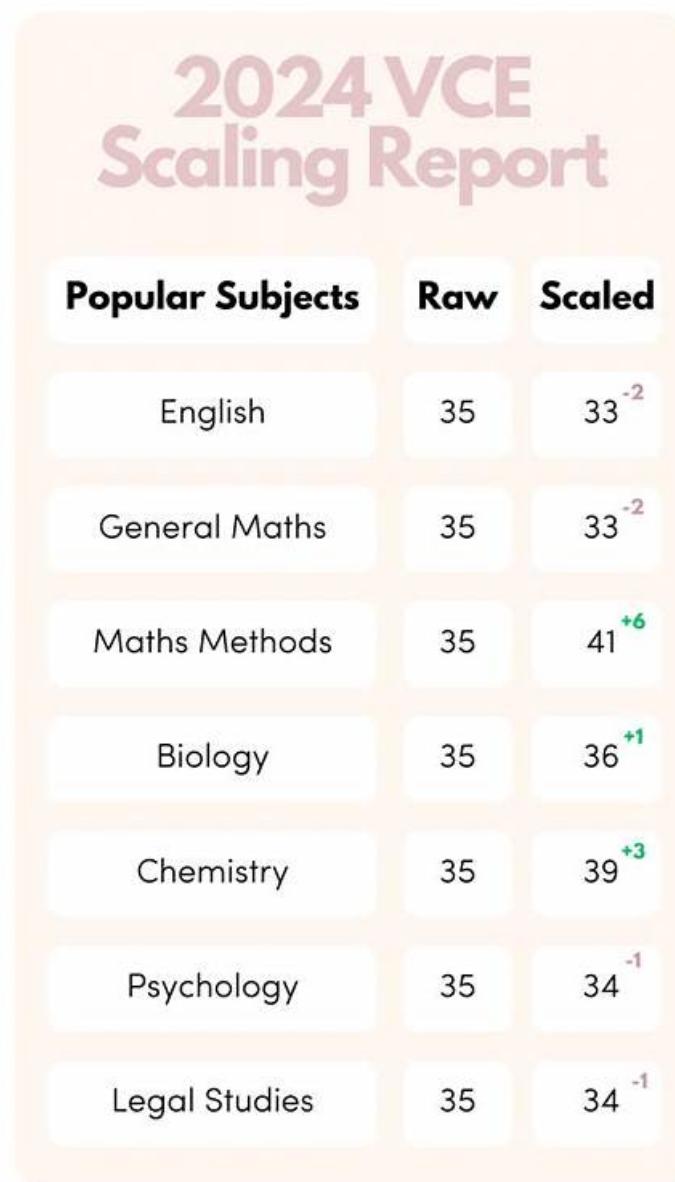


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### ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q31-Q36):

#### NEW QUESTION # 31

(Choose 2 options)

WhichServiceNow solutionscreateautomatic relationships?

- A. Discovery
- B. IntegrationHub ETL
- C. Workflow Studio
- D. Service Mapping

**Answer: A,D**

Explanation:

Automatic relationship creation is fundamental to maintaining a service-aware and trustworthy CMDB.

InServiceNow, this capability is primarily delivered by Discovery and Service Mapping.

Discovery (Option C) automatically identifies infrastructure components—such as servers, network devices, and storage—and creates technical relationships between them (for example, "runs on," "connected to," or "depends on"). These relationships form the backbone of infrastructure dependency mapping.

Service Mapping (Option B) builds on Discovery by creating application- and service-level relationships. It maps how application components interact across servers, databases, and middleware, resulting in accurate application service models aligned with CSDM. These relationships are created and maintained automatically as the environment changes.

Option A (IntegrationHub ETL) focuses on data ingestion and transformation; it does not inherently create or maintain relationships unless explicitly scripted. Option D (Workflow Studio) orchestrates processes and automations but does not discover or infer CI relationships.

Therefore, the ServiceNow solutions that create automatic relationships are Service Mapping and Discovery, making Options B and C correct.

#### NEW QUESTION # 32

A CMDB Administrator needs to set up CMDB 360/Multisource CMDB. Drag and drop the system property to the functionality. Some options may not apply.

**Answer:**

Explanation:

□ Explanation:

InServiceNow, CMDB 360 / Multisource CMDB extends the Identification and Reconciliation Engine (IRE) to support multi-source visibility, reconciliation, and confidence scoring. Configuration is controlled through system properties, each enabling a specific capability.

`glide.identification_engine.multisource_enabled` is the master switch that activates CMDB 360 functionality.

`glide.identification_engine.multisource_cmdb_ci_enabled` allows CMDB 360 to collect and evaluate data specifically from CMDB CI classes.

`glide.cmdb.logger.source.cmdb_multisource` enables detailed logging for troubleshooting multisource ingestion and reconciliation. `glide.identification_engine.multisource_recompute.max_ci_limit` protects performance by limiting how many CIs can be processed during a recompute operation.

Capturing CMDB 360 data from non-CMDB classes is not supported, which is why no property applies to that option.

This mapping aligns with Data Foundations and CMDB governance best practices, ensuring CMDB 360 is enabled safely, transparently, and at scale.

### NEW QUESTION # 33

What ensures data volume in the CMDB is manageable?

- A. Business Rules
- B. Scheduled Jobs
- C. Archive Policies

**Answer: C**

Explanation:

Managing CMDB data volume is a key Data Foundations governance objective. Over time, CMDBs naturally accumulate retired, obsolete, or decommissioned CIs. If these records are not properly managed, they degrade CMDB performance, reduce reporting accuracy, and negatively impact discovery reconciliation and health scores.

Archive Policies are the mechanism designed to address this challenge. They define when CI records should be archived or deleted based on lifecycle state, age, or retention requirements. By automating archival and cleanup, archive policies ensure that only relevant, active CIs remain in the operational CMDB, keeping data volume manageable and performant.

Business Rules (Option A) are used to enforce logic during record creation or updates, not for long-term data volume control. Scheduled Jobs (Option B) may execute tasks, but without archive policies they have no governance logic to determine what should be removed or retained.

Archive policies work in conjunction with CMDB Data Manager to enforce lifecycle-based retention and cleanup, making them the correct and verified answer.

Therefore, Option C - Archive Policies is correct.

### NEW QUESTION # 34

A CMDB Administrator has installed a Service Graph Connector and customized a script transform. What will happen on subsequent upgrades if the default definition of the script transform is updated?

- A. A skipped change is created and no change is made to the script transform definition
- B. The Service Graph Connector upgrade refuses to start
- C. The upgrade stops and reports an error

**Answer: A**

Explanation:

In ServiceNow, Service Graph Connectors deliver data ingestion patterns using protected, upgrade-safe artifacts, including script transforms. When a customer customizes a script transform provided by a Service Graph Connector, ServiceNow follows standard update set and upgrade behavior to protect customer customizations.

During a subsequent upgrade, if the out-of-box (default) script transform definition changes, ServiceNow does not overwrite the customized version. Instead, the platform records a skipped change, indicating that an update was available but intentionally not applied due to a local customization. This ensures customer-specific logic is preserved while still maintaining transparency about what changed in the newer release.

Option A is incorrect because upgrades do not halt due to customized transforms. Option C is also incorrect because Service Graph Connector upgrades proceed normally; they do not refuse to start because of customizations.

This behavior aligns with Data Foundations best practices: avoid modifying OOTB content when possible, but when customization is necessary, ensure it is protected during upgrades. Administrators should review skipped changes after upgrades to decide whether to manually adopt new OOTB logic.

Therefore, the correct answer is B - A skipped change is created and no change is made to the script transform definition.

### NEW QUESTION # 35

(Choose 2 options)

A CMDB Administrator needs to create a new CI class for an Internet of Things (IoT) Sensor in ServiceNow.

What are the recommended practices for this activity?

- A. Delete an unused class and replace it with the new one
- B. Install or update the CMDB CI Class Models Store application and verify the class does not already exist
- C. Modify an existing class
- D. Add a new class under an appropriate parent class

**Answer: B,D**

#### Explanation:

Creating new CI classes is a high-impact configuration activity and must follow strict Data Foundations and CSDM-aligned best practices to avoid long-term technical debt and upgrade risk.

Option B is a recommended first step. Before creating any new CI class, administrators should install or update the CMDB CI Class Models Store application and verify whether an appropriate class already exists.

ServiceNow frequently delivers new CI classes through updates and class model packages, and duplicating an existing or planned class can lead to fragmentation and governance issues.

Option C is also correct. When a new class is truly required, it should be added under an appropriate parent class to inherit attributes, behaviors, and discovery patterns. For an IoT Sensor, this might be under a hardware or device-related parent class, ensuring consistency and minimizing customization.

Option A is incorrect and dangerous—deleting unused classes can break dependencies and historical data.

Option D is also discouraged; modifying existing classes to repurpose them violates upgrade-safe design principles and can negatively impact discovery, integrations, and reporting.

By verifying existing models first and extending the class hierarchy correctly, organizations maintain a clean, scalable, and upgrade-safe CMDB.

Therefore, the correct answers are B and C.

#### NEW QUESTION # 36

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