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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q102-Q107):

### NEW QUESTION # 102

The CMDB Configuration Management team has successfully developed a healthy and trusted CMDB. They have integrated discovered infrastructure data, accurately referenced non-discoverable data (such as change and support group information), and made the CMDB service-aware using Service Mapping.

How will these improvements enhance the change management process? (Choose Two)

- A. Provides insight into the potential impact of the change
- B. Enables auto-population of the assignment group field to dynamically route changes
- C. Automatically schedules and deploys changes without human review or approval

- D. Ensures that no changes result in service downtime, regardless of planning or execution

**Answer: A,B**

Explanation:

A healthy and trusted CMDB that aligns with Data Foundations principles--covering accurate data ingestion, strong governance, and service-aware relationships--directly strengthens the insight available to Change Management. When discovered infrastructure data is integrated with well-maintained non-discoverable attributes (such as assignment groups, support groups, and ownership), the CMDB becomes a reliable source of truth for evaluating change risk and impact.

Option B is correct because Service Mapping establishes relationships between configuration items (CIs) and business services. This enables change practitioners to perform impact analysis, identifying which services, applications, and downstream components may be affected by a proposed change. Rather than relying on assumptions or tribal knowledge, change records can reference real dependency data, improving risk assessment, scheduling decisions, and stakeholder communication. This aligns directly with CSDM and CMDB best practices, where service context is essential for informed decision-making.

Option D is also correct because accurate, governed non-discoverable data--such as support and assignment groups--allows Change Management processes to dynamically route work. When a change is associated with a CI or service, the system can automatically populate the appropriate assignment group based on CMDB relationships. This improves efficiency, reduces manual errors, and ensures accountability across federated support models.

### NEW QUESTION # 103

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources.

The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources.

The company currently does not have the ITOM Discovery license required for CMDB

360 / Multisource CMDB.

What can the Data Owner do in this case?

- A. CMDB 360 / Multisource is a platform product that can be used immediately
- **B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled**
- C. ITOM Discovery must be purchased to take advantage of multisource IRE rules

**Answer: B**

Explanation:

The Identification and Reconciliation Engine (IRE) is a core platform capability in ServiceNow and does not require CMDB 360 / Multisource CMDB to function. Even without the ITOM Discovery license, organizations can still define and use IRE reconciliation rules across multiple data sources.

IRE rules are source-aware and can evaluate attributes based on source precedence, regardless of whether CMDB 360 is enabled. CMDB 360 enhances visibility, governance, and monitoring of multiple sources, but it is not a prerequisite for reconciliation logic itself.

Option A is incorrect because purchasing ITOM Discovery is not mandatory to use multisource reconciliation. Option C is also incorrect because CMDB 360 / Multisource CMDB is a licensed add-on, not a universally available platform feature.

Therefore, the Data Owner can proceed by configuring IRE reconciliation rules directly, making Option B the correct answer.

### NEW QUESTION # 104

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

**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 # 105

A CMDB Administrator is implementing Vulnerability Response or Security Incident Response and needs to ensure customers have enough context to estimate risk and set task priorities.

Which Get Well Playbook from the CSDM Data Foundations Dashboard helps with this?

- A. Application Services with Business Application Relationships
- B. Named Product Models without Product Owners
- C. Locations without a Parent Location
- D. Percentage of Custom Status Values for CI Life Cycle Stages

**Answer: A**

Explanation:

In ServiceNow, Vulnerability Response and Security Incident Response rely heavily on business context to accurately assess risk, prioritize remediation tasks, and communicate impact to stakeholders. From a CSDM (Common Service Data Model) perspective, this context is primarily delivered through properly modeled relationships between Application Services and Business Applications. The "Application Services with Business Application Relationships" Get Well Playbook directly addresses this requirement. In CSDM, Application Services represent the technical, deployable services that run in the environment, while Business Applications represent the logical applications that support business capabilities. When these two are correctly related, security teams can clearly understand which business processes, customers, and revenue streams are affected by a vulnerability or security incident. Without this relationship, vulnerabilities may still be detected, but they lack meaningful prioritization. For example, a critical vulnerability on an application service supporting a revenue-generating or customer-facing business application should be addressed far more urgently than one tied to a low-impact internal tool. This relationship is what enables risk-based prioritization, rather than purely technical severity-based prioritization.

### NEW QUESTION # 106

A CMDB Configuration Manager is reviewing the metrics on the CMDB Health Dashboard - Correctness Scorecard for the Server class, which consists of 60,000 servers in the CMDB.

For the Duplicate metric, it shows Healthy CIs / Evaluated = 59,000 / 60,000 For the Orphan metric, it shows Healthy CIs / Evaluated = 45,000 / 50,000 Which configuration explains the difference in the scope of Server CIs evaluated (60,000 vs 50,000) between the two metrics?

- A. The Duplicate metric has a Health Inclusion rule configured for the Server class
- B. The Duplicate metric has a CMDB Group configured for the Server class
- C. The Orphan metric has a Health Inclusion rule configured for the Server class
- D. The Orphan metric has a CMDB Group configured for the Server class

**Answer: C**

Explanation:

In ServiceNow, each CMDB Health metric can independently define which CIs are in scope for evaluation.

This scoping is controlled primarily through Health Inclusion Rules, not CMDB Groups.

In this scenario, the Duplicate metric evaluates all 60,000 Server CIs, indicating no inclusion rule is restricting its scope. In contrast, the Orphan metric evaluates only 50,000 Server CIs, which means 10,000 servers are intentionally excluded from that metric's evaluation.

This difference is explained by a Health Inclusion rule configured specifically for the Orphan metric on the Server class. Health Inclusion rules allow administrators to define conditions—such as lifecycle state, environment, discovery source, or operational status—that determine whether a CI should be included in a specific health calculation. For example, retired servers or servers in build states

may be excluded from orphan checks.

CMDB Groups are not used by the CMDB Health Engine to determine metric scope; they are used for reporting, assignment, and operational grouping. Therefore, Options A and D are incorrect. Option C is also incorrect because the Duplicate metric clearly evaluates the full population of 60,000 servers.

Thus, the scope difference is correctly explained by the Orphan metric having a Health Inclusion rule configured, making Option B the verified answer.

## NEW QUESTION # 107

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