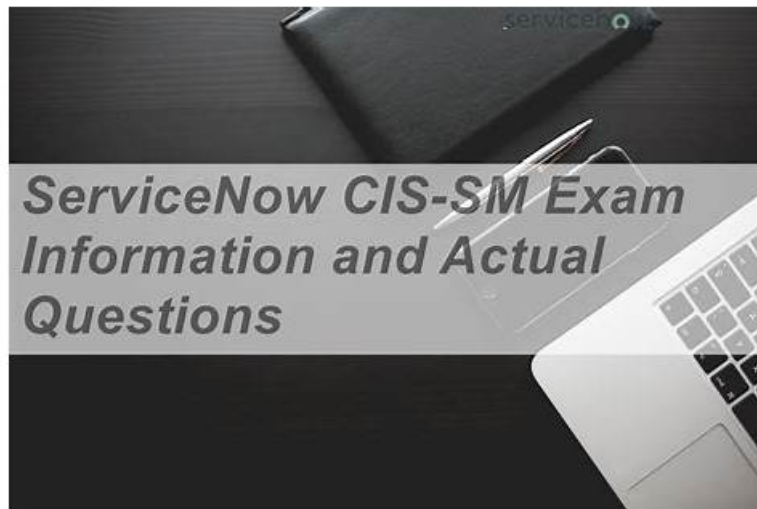# Free PDF Quiz ServiceNow - CIS-DF Authoritative Exam Format

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q24-Q29):

NEW QUESTION # 24
ACMDB Data Managerneeds to access the ServiceNow platform tocreate, publish, and manage policiesthat automate and governCI lifecycle operations, ensuring the CMDB remains healthy and efficient.
Where can the Data Manager do this?

- A. CI Class Manager
- B. CMDB Workspace - Management tab
- C. CMDB Workspace - CMDB 360 tab
- D. Service Operations Workspace

Answer: B

Explanation:
TheCMDB Data Managerperforms governance activities such ascreating, publishing, and managing lifecycle policies(archival, certification, attestation, cleanup) to ensure long-termCMDB health. These activities are executed within theCMDB Workspace, specifically under theManagement tab.
InServiceNow, theCMDB Workspace - Management tabis the centralized location for CMDB governance operations. From here, Data Managers can define policy logic, assign ownership, schedule execution, monitor outcomes, and manage remediation tasks generated by those policies.
Option A (CMDB 360 tab) focuses onvisibility and analysisof CI data and relationships, not policy authoring.
Option B (Service Operations Workspace) is used for operationalresponse and service monitoring, not CMDB governance. Option C (CI Class Manager) is used to define class hierarchy and ownership, but it does not manage lifecycle policies.
Therefore, the correct location for CMDB Data Manager policy management isCMDB Workspace - Management tab, makingOption Dcorrect.

NEW QUESTION # 25
The CMDB Administrator group aims to display meaningful results on theCMDB Health Dashboard - Compliance Scorecardforserver records that are not on the latest patch.
What must be configured to achieve this goal?

- A. Certification Policies, Data Filters, Scheduled Jobs
- B. Certification Filter, Certification Template, Audit
- C. Stale, Orphan, Duplicate
- D. Technical Service Offerings, Dynamic CI Groups, CMDB Groups

Answer: A

Explanation:
InServiceNow, theCompliancedimension of the CMDB Health Dashboard is driven byData Certification. To surface meaningful compliance results-such as identifying servers that arenot on the latest patch-the platform requires a combination ofCertification Policies,Data Filters, andScheduled Jobs.
Certification Policiesdefinewhatdata must be validated andwhich attributesare subject to compliance checks (for example, patch level, OS version, or last update date).Data Filtersscope the population-such as server classes only-ensuring the compliance evaluation targets the correct CIs.Scheduled Jobsautomate when certifications run, keeping compliance scores current and reflective of the latest state.
Options A and C are incorrect becauseauditsandstale/orphan/duplicatechecks relate to other health dimensions (correctness and completeness), not compliance. Option B focuses on service modeling and group alignment, which does not directly drive compliance scoring for patch currency.
Therefore, configuringCertification Policies, Data Filters, and Scheduled Jobsis required to accurately measure and display patch compliance on the CMDB Health Dashboard.

NEW QUESTION # 26
(Choose 2 options)
A CMDB Administrator wants to create aCMDB queryto findall databases located in Seattle that are connected to application services. They also want toinclude incidents related to those databases.
Which actions should be taken to build this query?

- A. Set the relationship level toup to 2nd-level relationships
- B. Add a filter to theDatabasenode forLocation = Seattle
- C. Add to the canvas theIncidenttable from theNon-CMDB Tableslist
- D. Add property columns to theApplication Servicenode

Answer: B,C

Explanation:
When building advanced CMDB queries usingCMDB Query BuilderinServiceNow, the correct approach is to modelCI scope,relationships, andtask contextexplicitly on the canvas.
To limit results to databases in a specific location, the administrator mustfilter the Database CI nodeby the Location attribute.
Therefore,Option Cis required to scope the query toDatabase CIs where Location = Seattle.

To includeIncidents related to those databases, the Incident table must be added from theNon-CMDB Tableslist and linked through thetask_cirelationship. This is exactly whatOption Aprovides. CMDB Query Builder separates CMDB tables (CIs) from task and transactional tables, so incidents must be explicitly added from the Non-CMDB section.

Option B is incorrect because property columns on Application Services do not scope databases or incidents.

Option D is unnecessary because relationship depth alone does not include non-CMDB task data and does not filter by location.

Thus, the correct actions areA (add Incident table)andC (filter Database by location).

NEW QUESTION # 27

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality.

Drag each ServiceNow product to the value it brings in supporting Incident Management.

Answer:

Explanation:

Explanation:

Enhancing Incident Management inServiceNowoften involves integrating complementary products that enrichcontext, prioritization, and decision-making.

Discoverystrengthens incident resolution by automatically populating accurate CI data and relationships, allowing responders to quickly understand affected infrastructure and applications.

Hardware Asset Management (HAM)adds visibility into asset lifecycle, ownership, and maintenance actions, which is especially valuable when incidents involve physical devices or failures.

Risk Management(part of IRM) provides insight intobusiness and financial risk exposure, helping teams prioritize incidents based on potential regulatory, safety, or financial impact.

Service Portfolio Management (SPM)connects incidents to theservice lifecycle, enabling better understanding of whether an incident affects a live, retiring, or planned service-and improving communication with stakeholders.

Together, these integrations transform Incident Management from a reactive process into acontext-rich, business-aligned capability.

NEW QUESTION # 28

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

Answer: A,B

Explanation:

Service Graph Connectorsare a keyData Foundations ingestion capabilityinServiceNow. They provideout-of- the-box, upgrade-safe integrationsthat ingest data into the CMDB using theIdentification 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 ondata ingestion, not process orchestration.

Therefore, the correct connector categories areCloudandObservability, makingOptions A and Bthe correct answers.

NEW QUESTION # 29

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