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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>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 3	<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 4	<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>
Topic 5	<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>

## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q79-Q84):

### NEW QUESTION # 79

What is the relationship between an Application and a Server?

- A. Application > Runs on::Runs > Server
- B. Application > Runs::Runs On > Server
- C. Application > Uses::Used by > Server
- D. Application > Used by::Uses > Server

**Answer: A**

Explanation:

In Data Foundations (CMDB and CSDM), relationship modeling must reflect real operational dependency so that incident triage, change impact analysis, and service visibility remain accurate. When an Application is hosted on a Server, the standard hosting-style relationship used in CMDB relationship governance is expressed as "Runs on::Runs". This pairing represents the two directional descriptors of the same relationship type: from the application perspective it runs on the server, and from the server perspective it runs the application.

This matters because CMDB relationships are used by downstream capabilities (for example, dependency views, impact calculations, and governance rules). Using the correct out-of-box relationship descriptor pair ensures consistent reporting and prevents confusion when teams traverse relationships "upstream" and

"downstream." In addition, relationship governance rules and inheritance are commonly built around standard relationship types; using the correct "Runs on::Runs" semantics supports validation across subclasses (for example, specific application and server subclasses) without requiring custom relationship definitions.

The other options are either reversed ("Runs::Runs On"), represent different semantics ("Uses::Used by"), or do not align with the typical hosting relationship naming used for application-to-server hosting dependencies.

Therefore, the correct relationship expression between an Application and a Server is Application > Runs on::Runs > Server.

### NEW QUESTION # 80

The Configuration Manager is preparing justification to utilize the CMDB Data Foundations Dashboard. Which benefits align with the usage of this dashboard? (Choose 2 options)

- A. It automates approval processes for Change Management
- **B. It provides actionable insights to improve data quality and completeness**
- C. It helps detect and eliminate duplicate records in the CMDB
- **D. It enables monitoring and tracking of CMDB health over time**

**Answer: B,D**

#### NEW QUESTION # 81

A Platform Owner is collaborating with stakeholders in the manufacturing industry to align their CIs with the CSDM 5 framework. They need to map production line monitoring systems to the appropriate CSDM domain. Which CSDM 5 domain does the Platform Owner use?

- A. Service Consumption (Sell/Consume)
- **B. Service Delivery (Manage Technical)**
- C. Build and Integration (Build)
- D. Foundation
- E. Design and Planning (Design)

**Answer: B**

Explanation:

In CSDM 5, production line monitoring systems (such as SCADA, MES, IoT telemetry platforms, and operational monitoring tools) are technical systems responsible for operating, monitoring, and supporting services, not for designing them or consuming them. These systems directly align with the Service Delivery (Manage Technical) domain.

The Service Delivery domain is used to model how services are technically delivered and operated, including the infrastructure, platforms, and operational technologies that ensure availability, performance, and reliability. In a manufacturing context, production line monitoring systems continuously observe equipment health, throughput, alerts, and operational metrics—making them part of the technical service delivery layer.

Option A (Build and Integration) applies to CI/CD pipelines and system construction activities. Option B (Foundation) focuses on base CIs such as locations, people, and organizations. Option C (Service Consumption) models how customers or consumers use services, which is not applicable here. Option D (Design and Planning) is used for service architecture and planning artifacts, not live operational systems.

Therefore, production line monitoring systems correctly belong in Service Delivery (Manage Technical), making Option B the correct answer.

#### NEW QUESTION # 82

The Incident Process Owner asks which classes of CSDM are used on the Incident form. Which classes are appropriate?

- A. Business Application
- B. Service Portfolio
- **C. Application Service**
- **D. Service Offering**

**Answer: C,D**

Explanation:

In the Common Service Data Model (CSDM), the Incident form is designed to capture operational impact and enable effective incident routing, prioritization, and communication. To achieve this, CSDM prescribes using classes that represent how services are delivered and consumed, not how they are planned or governed.

Application Service (Option A) is an appropriate class on the Incident form because it represents the technical service that is running in production and is directly impacted during an incident. Application Services are service-mapped, relate to underlying infrastructure, and support impact analysis, root cause investigation, and automated assignment. This makes them ideal for associating incidents with technical outages or degradations.

Service Offering (Option C) is also appropriate because it represents how a service is consumed by users or business units. Service Offerings allow Incident Management to understand who is affected, enable targeted communications, and support SLA/OLA alignment. For example, an email service offering for a specific department clearly identifies the impacted consumer group.

Business Application (Option B) is not recommended on the Incident form. Business Applications are logical representations used for portfolio, ownership, and governance purposes, not day-to-day operational incident handling. Using them directly on incidents can reduce precision and automation.

Service Portfolio (Option D) is a strategic construct used for service lifecycle management and is never associated with operational incidents.

Therefore, according to CSDM best practices, the correct classes used on the Incident form are Application Service and Service Offering, making Options A and C the correct answers.

### NEW QUESTION # 83

(Choose 2 options)

A CMDB Administrator wants to run the "Services Have Owners Identified" Get Well Playbook to remediate issues shown in the CMDB Data Foundations Dashboard.

Which remediation plays would be used?

- A. Analyze Data
- **B. Fix Data**
- C. Report Data
- **D. Govern Data**

**Answer: B,D**

Explanation:

The CMDB Data Foundations Dashboard is paired with Get Well Playbooks that guide administrators through structured remediation. The "Services Have Owners Identified" playbook focuses on closing ownership gaps for services, which is a governance and data correction activity.

Fix Data (Option A) is used to correct missing or incorrect values, such as populating owner fields, assigning responsible groups, or updating relationships. In this playbook, Fix Data actions are required to actually remediate the issue by assigning owners to services.

Govern Data (Option D) is also required because ownership is not a one-time correction—it must be enforced and sustained. Govern Data establishes policies, ownership accountability, and controls (such as certifications or attestations) to ensure services continue to have owners over time and do not regress.

Analyze Data (Option B) is used to understand patterns and root causes, but it does not remediate the issue.

Report Data (Option C) provides visibility and communication, not corrective action.

Therefore, the remediation plays that apply to the Services Have Owners Identified playbook are Fix Data and Govern Data, making Options A and D correct.

### NEW QUESTION # 84

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