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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q25-Q30):

### NEW QUESTION # 25

An organization is updating the CMDB to include new asset types like IoT devices Relevant CI classes need to be added and outdated ones need to be removed from the Principal Class filler to ensure accurate display in ITSM processes.

Which roles are needed to add or remove classes?

- A. cmdb\_query\_builder
- B. personalize.dictionary
- C. sn\_cmdb\_admin
- D. sn\_csdm\_admin

**Answer: B,C**

### NEW QUESTION # 26

A CMDB Owner starts the CSDM journey and needs to become familiar with the CSDM domains.

Drag the CMDB objects to the correct CSDM domains.

**Answer:**

Explanation:

Explanation:

The Common Service Data Model (CSDM) organizes CMDB data into domains that reflect how services are planned, delivered, and consumed. Correct placement of objects is essential for reporting, ownership, and downstream ITSM, ITOM, and IRM use cases.

Design and Planning domain # Business Process

Business Processes describe how the business operates and what capabilities are required. These are planning constructs used to design services and applications before they are built or delivered.

Foundation domain # Business Application

Business Applications are foundational reference objects that represent what applications exist and who owns them. They anchor ownership, lifecycle, and governance but are not directly operational.

Service Delivery domain # Application Service

Application Services represent running, operational technical services (often created via Service Mapping).

They are central to Incident, Change, and Event Management, making them part of Service Delivery.

Sell / Consume domain # Business Service

Business Services represent what is offered to customers or consumers. They define value delivery, SLAs, and consumption context, which is why they belong in the Sell/Consume domain.

This mapping aligns with CSDM v5 guidance and ensures clear separation between planning constructs, foundational records, operational services, and consumer-facing services—a key principle for a scalable and governed CMDB.

### NEW QUESTION # 27

A Configuration Manager is planning the implementation of the CMDB.

Which is the prescribed CSDM rollout order?

- A. Crawl, Walk, Run, Fly
- B. Initiate, Plan, Execute, Deliver, Close
- C. Architecture, Business, Technical, Governance
- D. Initial, Developing, Defined, Managed

**Answer: A**

Explanation:

The Common Service Data Model (CSDM) prescribes an incremental, maturity-based rollout approach to reduce risk and ensure sustainable adoption. The recommended order is Crawl, Walk, Run, Fly, which aligns implementation effort with increasing organizational capability and value realization.

Crawl focuses on foundational data hygiene: core CI classes, identification rules, reconciliation, basic Discovery ingestion, and CMDB Health basics.

Walk introduces service context, including Business Services, Application Services, and relationships that enable impact analysis for Incident and Change.

Run expands into operational excellence with Service Mapping, service offerings, advanced governance, and process automation.

Fly represents optimization and scale, leveraging analytics, AI/ML, proactive operations, and cross-domain integration (e.g., SecOps, APM, CSM).

This progression ensures teams do not over-model early or introduce complexity before data quality and governance are established.

The other options describe generic project lifecycles or organizational categorizations, not the CSDM-recommended adoption path.

Therefore, the correct answer is D - Crawl, Walk, Run, Fly.

### NEW QUESTION # 28

A Configuration Management Governance team is transitioning from utilizing legacy CMDB status fields to CSDM lifecycle status fields.

Which table can be modified?

- A. Life Cycle Stages
- **B. Life Cycle Mapping**
- C. Life Cycle Stage Status
- D. Life Cycle Controls

**Answer: B**

Explanation:

When organizations transition from legacy CMDB status fields (such as custom install status or operational status values) to CSDM-aligned lifecycle status fields, the goal is to map old values to standardized lifecycle stages without disrupting existing processes. In ServiceNow, this is achieved through the Life Cycle Mapping table.

The Life Cycle Mapping table is specifically designed to translate legacy or custom status values into CSDM lifecycle stages and statuses. This allows organizations to preserve historical data and integrations while progressively adopting CSDM standards. By modifying this table, administrators can define how existing status values correspond to CSDM lifecycle stages such as Plan, Build, Deploy, Operate, and Retire.

### NEW QUESTION # 29

A customer wants their Business Services tied directly to infrastructure CIs without Application Services. This violates which CSDM principle?

- A. Avoid CI relationships
- B. All services must be technical
- **C. Business Services must not depend directly on infrastructure**
- D. Foundation data should not reference CIs

**Answer: C**

Explanation:

In CSDM, Business Services should depend on Application Services, not directly on infrastructure. This ensures proper service abstraction and layered modeling.

### NEW QUESTION # 30

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