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## ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<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>

Topic 2	<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 3	<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 4	<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 5	<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>

## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q73-Q78):

### NEW QUESTION # 73

User endpoint devices are imported into the CMDB and populate the Assigned to [assigned\_to] field on the Computer [cmdb\_ci\_computer] CI. The Asset team requests that Configuration Analysts populate the Assigned to field on the related Asset. What action does a Configuration Analyst take to achieve this in an automated way?

- A. Hide the "Assigned to" field on the asset record and create a new field that dot-walks to the related CI to get the "Assigned to" value
- **B. Use the Asset CI Field Mapping module to create a new rule to replicate the "Assigned to" value between the asset and associated CI**
- C. Configure a business rule on the computer table to use a script to populate the "Assigned to" field on the asset based on insert or update in the computer class "Assigned to" field

**Answer: B**

Explanation:

Data Foundations strongly encourages using out-of-box synchronization mechanisms rather than custom scripting whenever possible, to reduce technical debt and improve upgrade safety. In this scenario, endpoint data is being ingested into the CI record, and the Asset team needs the corresponding Asset record kept in sync automatically for their asset management processes.

The recommended approach is to use Asset CI Field Mapping, which is designed specifically to map and synchronize fields between an Asset and its related CI. Creating or updating a mapping rule for "Assigned to" allows the platform to replicate the value in a controlled, supportable way without writing scripts. This approach aligns with best practices: standard configuration, clear governance, and minimal custom code.

Option B (a scripted business rule) can work technically, but it introduces maintenance risk, testing overhead, and potential upgrade fragility—exactly the kind of technical debt Data Foundations warns against when an OOTB capability exists. Option A (dot-walking) changes the user experience and does not truly populate the Asset field; it only displays a derived value and may not meet Asset team needs for reporting, exports, integrations, or lifecycle workflows that expect the Asset field to be set. Therefore, the best automated and best-practice solution is Asset CI Field Mapping.

### NEW QUESTION # 74

A CMDB Administrator has built a number of Technology Management Service Offerings (Technical Service Offerings) based on Dynamic CI Groups to better maintain group alignment for the member CIs.

Which groups are synced to CIs from the offering that has a relationship to a Dynamic CI Group?  
(Choose 2 options)

- A. Owned by Group
- **B. Managed by Group**
- **C. Support Group**
- D. Approval Group

**Answer: B,C**

Explanation:

In ServiceNow, Dynamic CI Groups are a core Data Foundations capability used to automatically manage CI membership based on rules rather than manual maintenance. When Technology Management Service Offerings (Technical Service Offerings) are related to Dynamic CI Groups, ServiceNow uses those relationships to synchronize operational support attributes to the member CIs.

The two CI attributes that are intentionally designed to sync in this model are the Managed by Group and the Support Group. These groups directly influence operational ownership and support routing, which is why they are automatically aligned when Dynamic CI Groups are used.

This ensures that incidents, changes, problems, and operational tasks are routed consistently as CI membership changes over time.

The Support Group defines who provides day-to-day operational support and is critical for Incident and Request Management workflows. The Managed by Group represents the team responsible for the technical lifecycle and operational health of the CI.

Synchronizing these attributes eliminates manual updates and reduces misrouted tickets, which is a key goal of Configuration Management maturity.

#### NEW QUESTION # 75

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 Orphan metric has a CMDB Group configured for the Server class
- B. The Duplicate metric has a Health Inclusion rule configured for the Server class
- **C. The Orphan metric has a Health Inclusion rule configured for the Server class**
- D. The Duplicate 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 # 76

A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provide Duplicate CI, Orphan CI, and Stale CI metrics.

Which scorecard provides this information on the CMDB Health Dashboard?

- A. Correctness
- **B. Compliance**
- C. Completeness

**Answer: B**

Explanation:

In Data Foundations, "Insight" is about using health metrics to understand whether the CMDB is trustworthy and operationally usable. The CMDB Health Dashboard organizes health into scorecards that group related checks. When leadership asks for

Duplicate CIs, Orphan CIs, and Stale CIs, they are asking about the CMDB's ongoing hygiene and adherence to governance expectations--not simply whether fields are filled in.

### NEW QUESTION # 77

(Choose 2 options)

A CMDB Administrator wants to create a CMDB query to find all databases located in Seattle that are connected to application services. They also want to include incidents related to those databases.

Which actions should be taken to build this query?

- A. Set the relationship level to up to 2nd-level relationships
- B. Add a filter to the Database node for Location = Seattle
- C. Add to the canvas the Incident table from the Non-CMDB Tables list
- D. Add property columns to the Application Service node

**Answer: B,C**

Explanation:

When building advanced CMDB queries using CMDB Query Builder in ServiceNow, the correct approach is to model CI scope, relationships, and task context explicitly on the canvas.

To limit results to databases in a specific location, the administrator must filter the Database CI node by the Location attribute.

Therefore, Option C is required to scope the query to Database CIs where Location = Seattle.

To include Incidents related to those databases, the Incident table must be added from the Non-CMDB Tables list and linked through the task\_cirelationship. This is exactly what Option A provides. 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 are A (add Incident table) and C (filter Database by location).

### NEW QUESTION # 78

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