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## Free PDF CIS-DF - Newest Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Valid Exam Tips

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## ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q55-Q60):

### NEW QUESTION # 55

The Apache Web Server Identification Rule is configured with the following criterion attributes:

Class

Configuration file

Version

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping.

Today, the application owner upgraded Apache to a different version and reran discovery of the service.

What will happen in the CMDB?

- A. A duplication error will occur.
- B. The Apache Web Server CI will be reclassified as a Web Server CI.

- C. A new Apache Web Server CI is created.
- D. The existing Apache Web Server CI will be reconciled and its version will be updated.

**Answer: C**

Explanation:

This scenario hinges on how the Identification and Reconciliation Engine (IRE) in ServiceNow evaluates identification rules.

The identification rule for the Apache Web Server class includes Version as part of the identifier criteria, along with Class and Configuration file. Identification rules must match all criterion attributes exactly for an incoming record to be identified as an existing CI and reconciled.

Yesterday's discovery created an Apache Web Server CI with a specific version value. When Apache is upgraded and discovery is rerun, the Version attribute changes. Because Version is part of the identifier, the incoming record no longer matches the existing CI's identifier entry. As a result, the IRE cannot identify the existing CI as the same configuration item.

When identification fails and no matching identifier entry is found, the IRE proceeds to insert a new CI record rather than updating the existing one. This behavior is intentional and protects the CMDB from incorrectly reconciling records that no longer meet identification criteria.

Option A is incorrect because reconciliation only occurs after successful identification.

Option C is incorrect because reclassification is unrelated to identification criteria.

Option D is incorrect because this is not an error condition; it is expected IRE behavior.

This example highlights a best practice caution: volatile attributes (such as Version) should generally not be used as identifier attributes, as they can cause unintended CI duplication during upgrades.

#### NEW QUESTION # 56

A CMDB Administrator identifies duplicate CIs. One was created by a manual import, and the other was created by automated discovery. The discovered CI has the latest IP address, while the manually imported CI has an accurate relationship to a critical business application.

How does the Administrator use the Duplicate CI Remediator to resolve this issue?

- A. Retain the discovered CI and delete the manually imported CI
- B. Retain the manually imported CI and delete the discovered CI
- C. Retain the discovered CI, but merge the relationship from the manually imported CI
- D. Merge the two CIs automatically, retaining all attributes from the discovered CI

**Answer: C**

Explanation:

In ServiceNow, the Duplicate CI Remediator is designed to resolve duplicate records while preserving the most authoritative data from each source. Data Foundations guidance clearly states that automated discovery is the system of record for technical attributes, such as IP address, hostname, and operational status, while manually maintained records often contain valuable business context, such as relationships to business applications or services.

In this scenario, the discovered CI contains the most accurate and up-to-date technical data, making it the correct CI to retain as the primary record. However, the manually imported CI has a critical relationship to a business application, which is essential for impact analysis, incident prioritization, and CSDM alignment.

Deleting this CI without preserving the relationship would result in loss of business context and reduced CMDB value.

The Duplicate CI Remediator supports selective merging, allowing administrators to retain one CI while merging specific attributes or relationships from the duplicate. Option C reflects this best practice by retaining the discovered CI and merging the relationship from the manually imported CI, ensuring both technical accuracy and business relevance are preserved.

Options A and D would result in the loss of important relationship data, while Option B would discard the discovered CI, violating the principle that discovery should be the authoritative source for technical attributes.

Therefore, Option C is the correct and Data Foundations-aligned answer.

#### NEW QUESTION # 57

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. personalize\_dictionary
- B. sn\_csdm\_admin
- C. sn\_cmdb\_admin

- D. cmdb\_query\_builder

**Answer: A,C**

Explanation:

Managing CI classes and Principal Class designation is a schema-level CMDB activity that directly impacts how CIs appear in ITSM processes such as Incident, Change, and Problem. In ServiceNow, these activities require specific administrative privileges to ensure governance, security, and upgrade safety.

The `sn_cmdb_admin` role is required because it provides administrative access to CMDB structures, including CI class hierarchy management, Principal Class configuration, and overall CMDB governance. Without this role, users cannot add, remove, or govern CI classes effectively.

The `personalize_dictionary` role is also required because adding or removing CI classes involves dictionary-level changes. CI classes are implemented as tables that extend the CMDB schema, and modifying the Principal Class filter relies on dictionary metadata. This role grants permission to create, modify, or remove class definitions safely.

The `sn_csdm_admin` role focuses on managing CSDM constructs (domains, services, lifecycle alignment) but does not grant dictionary or schema modification rights. The `cmdb_query_builder` role is used only for querying and reporting and does not allow structural changes.

Therefore, the two required roles are `personalize_dictionary` and `sn_cmdb_admin`, making Options A and B correct.

### NEW QUESTION # 58

(Choose 2 options)

A Change Manager wants to gain value from CSDM.

How will the Change Management process benefit from CSDM?

- A. Determine the root cause of the change issue
- B. Route the change dynamically
- C. Understand the impact of the change on services
- D. Identify blackout windows

**Answer: C,D**

Explanation:

CSDM significantly enhances Change Management by providing service-aware context, enabling better planning, risk assessment, and stakeholder communication.

One key benefit is the ability to identify blackout windows (Option A). Through CSDM-aligned Business Services, Service Offerings, and service calendars, Change Managers can clearly see when services are unavailable for change due to business constraints, regulatory requirements, or peak usage periods. This helps prevent changes from being scheduled during high-risk windows. Another critical benefit is the ability to understand the impact of the change on services (Option D). CSDM establishes clear relationships between infrastructure CIs, Application Services, and Business Services. When a change is proposed, these relationships enable accurate impact analysis, allowing Change Managers to assess risk based on business criticality rather than just technical scope.

Option B (root cause determination) is primarily a Problem Management function. Option C (dynamic routing of changes) is driven by workflow and approval logic, not directly by CSDM.

Therefore, the correct answers are A - Identify blackout windows and D - Understand the impact of the change on services.

### NEW QUESTION # 59

The CMDB Configuration Manager is using the CI Class Manager to define group ownership of CI classes and needs to leverage the ownership value specified in the CI Class Manager.

When creating a CMDB Data Manager policy, which group reference field should be set?

- A. Managed By Group
- B. Approval Group
- C. Support Group
- D. Change Group

**Answer: A**

Explanation:

In ServiceNow CMDB governance, the CI Class Manager allows administrators to assign ownership and accountability at the class

level. This ownership is used by governance tools-especially CMDB Data Manager-to automatically determine who receives tasks and actions related to data lifecycle management.

The group reference field that aligns with class ownership and is consumed by CMDB Data Manager policies is the Managed By Group. This field represents the team responsible for the technical stewardship and lifecycle management of CIs within that class. When CMDB Data Manager executes policies such as retention, archival, or cleanup, it uses the Managed By Group to assign tasks to the appropriate data owners. This ensures governance actions are routed to the correct accountable team without manual intervention.

Approval Group, Support Group, and Change Group serve different purposes. Approval Group is used for workflow approvals, Support Group is used for operational ticket routing, and Change Group supports Change Management governance. None of these reflect data ownership at the class level.

Therefore, to leverage CI class ownership defined in the CI Class Manager within CMDB Data Manager policies, the correct field is Managed By Group, making Option B the verified answer.

## NEW QUESTION # 60

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