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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • Configuration: This domain covers CMDB technical setup including CI Class Manager for table hierarchies, IRE for data accuracy, and CMDB 360 • multisource configuration for comprehensive CI views.
Topic 2	<ul style="list-style-type: none"> • Govern: This domain focuses on CMDB quality management through health metrics, Data Manager policies, governance frameworks, stakeholder roles, duplicate remediation, operationalization, and lifecycle management.
Topic 3	<ul style="list-style-type: none"> • CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.
Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q78-Q83):

NEW QUESTION # 78

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. The Apache Web Server CI will be reclassified as a Web Server CI.
- B. The existing Apache Web Server CI will be reconciled and its version will be updated.
- **C. A new Apache Web Server CI is created.**
- D. A duplication error will occur.

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.

NEW QUESTION # 79

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

Answer: A,C

Explanation:

The CMDB Data Foundations Dashboard is designed to provide visibility, insight, and guidance into the overall health of CMDB

data. Its purpose is not to automate ITSM workflows, but to enable informed decision-making and continuous improvement of configuration data.

One of its primary benefits is providing actionable insights to improve data quality and completeness (Option B). The dashboard highlights gaps in CI attributes, missing relationships, and compliance issues, enabling CMDB administrators and data owners to take targeted corrective actions using Get Well Playbooks.

Another core benefit is enabling organizations to monitor and track CMDB health over time (Option D). The dashboard presents trends across health dimensions--completeness, correctness, and compliance--allowing teams to measure progress, justify investments, and demonstrate maturity improvements aligned to CSDM adoption stages.

NEW QUESTION # 80

During a Change request, impact analysis does not show downstream affected services. What is the most likely cause?

- A. Reconciliation conflict
- **B. Missing CI relationships**
- C. CMDB Health disabled
- D. Incorrect CI class

Answer: B

Explanation:

Impact analysis depends on correctly defined CI relationships between upstream and downstream components.

NEW QUESTION # 81

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

Answer: D

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 # 82

A developer bypasses IRE by inserting directly into `cmdb_ci` via script. What risk does this introduce?

- A. Performance degradation
- **B. Duplicate CI creation and reconciliation conflicts**

