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ServiceNow CIS-CSM Certified Implementation Specialist - Customer Service Management

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB

and CSDM) Sample Questions (Q73-Q78):

NEW QUESTION # 73

A Data Center Manager is working with the CMDB CI Class Manager to define the relationship between Application Servers and the Applications they host. The company has multiple Application Servers that host one or more Applications. Which describes the relationship between the Application Server table and the Application table?

- A. One-to-one
- B. Many-to-one
- C. One-to-many
- D. Many-to-many

Answer: D

Explanation:

In CMDB modeling, accurately defining relationships is critical for impact analysis, service mapping, and Change Management. In this scenario, Application Servers can host multiple Applications, and Applications can also run across multiple Application Servers (for example, in clustered, load-balanced, or distributed architectures).

This architectural reality defines a many-to-many relationship between the Application Server table and the Application table.

In ServiceNow, many-to-many relationships are common for application hosting models, especially in modern environments that use horizontal scaling, redundancy, or containerized workloads. Modeling this correctly ensures that incidents, changes, and outages affecting a single server can be accurately traced to all impacted applications—and vice versa.

A one-to-many or many-to-one relationship would incorrectly assume exclusivity in one direction, which does not reflect real-world application deployment patterns. A one-to-one relationship would be even more restrictive and inaccurate.

Therefore, the correct relationship type is A - Many-to-many, which aligns with CMDB best practices and CSDM service modeling principles.

NEW QUESTION # 74

A CMDB Administrator needs to set up CMDB 360/Multisource CMDB. Drag and drop the system property to the functionality. Some options may not apply.

Answer:

Explanation:

□ Explanation:

□ In ServiceNow, CMDB 360 / Multisource CMDB extends the Identification and Reconciliation Engine (IRE) to support multi-source visibility, reconciliation, and confidence scoring. Configuration is controlled through system properties, each enabling a specific capability.

glide.identification_engine.multisource_enabled is the master switch that activates CMDB 360 functionality.

glide.identification_engine.multisource_cmdb_ci_enabled allows CMDB 360 to collect and evaluate data specifically from CMDB CI classes.

glide.cmdb.logger.source_cmdb_multisource enables detailed logging for troubleshooting multisource ingestion and reconciliation.

glide.identification_engine.multisource_recompute.max_ci_limit protects performance by limiting how many CIs can be processed during a recompute operation.

Capturing CMDB 360 data from non-CMDB classes is not supported, which is why no property applies to that option.

This mapping aligns with Data Foundations and CMDB governance best practices, ensuring CMDB 360 is enabled safely, transparently, and at scale.

NEW QUESTION # 75

Drag and drop the CMDB Health Dashboard metric to the description.

Answer:

Explanation:

□ Explanation:

□ * Duplicate identifies data quality issues where the same asset is modeled more than once, violating CMDB trust principles.

□ * Required ensures minimum viable CI creation and update—critical for ingestion and lifecycle integrity.

- * Orphan highlights broken relationships, which directly impact impact analysis, Service Mapping, and Change Management.
- * Stale flags CIs that are no longer being refreshed by Discovery or other sources but still exist in the CMDB.
- * Recommended improves completeness and usability, supporting operational and reporting use cases without being mandatory.
- * Audit validates data correctness by comparing CI field values against predefined templates or policies.

This exact mapping is what ServiceNow expects in CMDB Health Dashboard-related exam questions and real-world implementations.

NEW QUESTION # 76

(Choose 2 options)

The following Reconciliation Rules were configured for ServiceNow, Altiris, and SCCM for the Windows Server (cmdb_ci_win_server) class:

Which statements are true?

- A. Data collected with a discovery source of Altiris can update records inserted by SCCM into the Windows Server table.
- B. Data collected with a discovery source of ServiceNow can insert new records into the Windows Server table, but cannot update records created by Altiris or SCCM.
- C. Data collected with a discovery source of SCCM can update any record in the Windows Server table because it has the highest priority number.
- D. Data collected with a discovery source of SCCM can be inserted as new records in the Windows Server table.

Answer: A,D

Explanation:

This question tests understanding of reconciliation source priority in the Identification and Reconciliation Engine (IRE) in ServiceNow. In reconciliation rules, lower numeric values represent higher priority. Therefore, the priority order is:

ServiceNow (100)- highest authority

Altiris (200)

SCCM (300)- lowest authority

Why A is correct

Because Altiris (200) has higher priority than SCCM (300), data from Altiris can update records originally inserted by SCCM. This is exactly how reconciliation precedence works-higher-priority sources can overwrite lower-priority ones.

Why C is correct

SCCM, even though it has the lowest priority, is still an authorized discovery source. It can insert new records into the Windows Server table when no existing CI is identified. Priority only affects updates, not the ability to create records.

Why B is incorrect

ServiceNow (priority 100) can update records from Altiris and SCCM because it has the highest priority. The statement incorrectly claims it cannot.

Why D is incorrect

SCCM does not have the highest authority. A higher numeric value means lower priority, so SCCM cannot update records created by higher-priority sources.

NEW QUESTION # 77

The Configuration Management team wants to confirm that all servers in the CMDB actually exist in the data center. Which CMDB Data Manager policy type would the team create? (Choose 1 option)

- A. Archive
- B. Retire
- C. Attestation
- D. Delete
- E. Certification

Answer: C

Explanation:

Comprehensive and Detailed Explanation (200-300 words)

Within ServiceNow Data Foundations, CMDB Data Manager provides multiple policy types to support governance, data quality, and lifecycle management of configuration items (CIs). The scenario described- confirming that servers recorded in the CMDB physically exist in the data center- is a classic example of existence validation and ownership confirmation, which is exactly the purpose of an Attestation policy.

An Attestation policy is designed to request a human validation from a responsible individual or group (such as a data center manager, platform owner, or infrastructure team). The policy generates attestation tasks that require reviewers to explicitly confirm whether a CI is valid, accurate, and still exists. This aligns directly with CMDB governance best practices and ITIL 4 Service Configuration Management, where periodic verification ensures trust in the CMDB as a system of record.

The other policy types do not meet this requirement:

- * Certification is typically used to validate compliance with defined data standards (e.g., mandatory fields populated), not physical existence.

- * Delete, Archive, and Retire are lifecycle actions, used after a CI has already been identified as obsolete or no longer required.

- * None of these options involve human confirmation of real-world existence.

From a CSDM and Data Foundations perspective, attestation supports:

- * CMDB accuracy and credibility

- * Audit and regulatory compliance (especially critical in financial services)

- * Clear accountability for CI ownership and validation

Therefore, when the goal is to confirm that servers actually exist, the correct and fully aligned CMDB Data Manager policy type is Attestation (E).

NEW QUESTION # 78

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