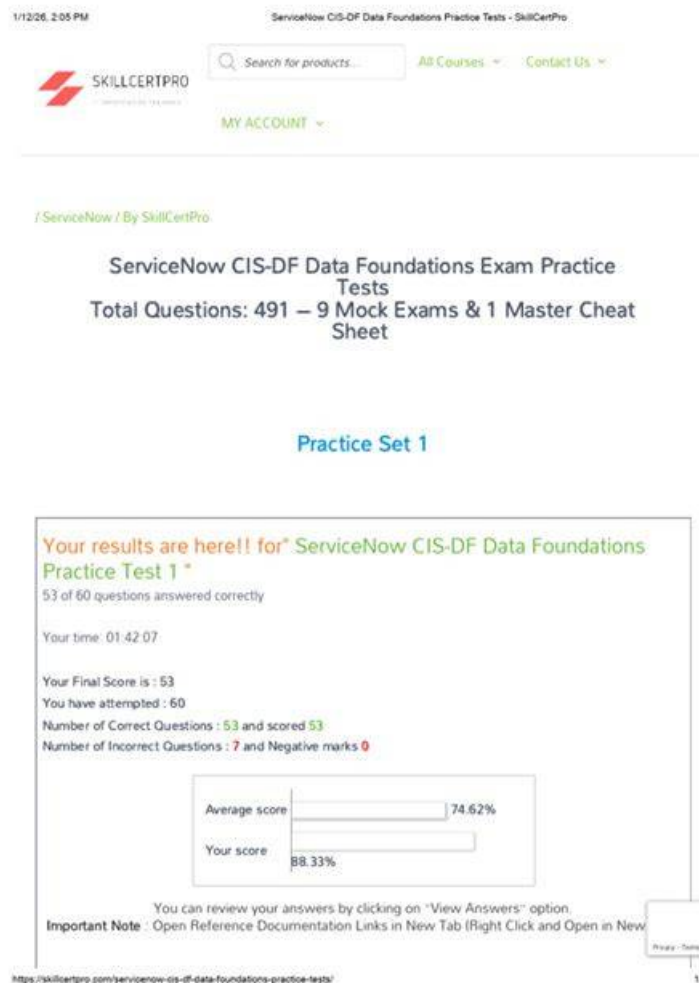


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## ServiceNow CIS-DF Exam Overview:

|                                     |                                                                                      |
|-------------------------------------|--------------------------------------------------------------------------------------|
| <b>Certification Vendor:</b>        | ServiceNow                                                                           |
| <b>Exam Name:</b>                   | ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM)    |
| <b>Exam Number:</b>                 | CIS-DF                                                                               |
| <b>Certificate Validity Period:</b> | No fixed expiration; requires maintenance via ServiceNow release-based delta updates |
| <b>Passing Score:</b>               | 70%                                                                                  |
| <b>Real Exam Qty:</b>               | 60                                                                                   |
| <b>Exam Format:</b>                 | Proctored Online Exam, Multiple Choice                                               |
| <b>Available Languages:</b>         | English                                                                              |

|                                |                                                                                                                                                                                                                                            |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Related Certifications:</b> | ServiceNow Certified Implementation Specialist - CMDB<br>ServiceNow Certified Implementation Specialist - Discovery<br>ServiceNow Certified Implementation Specialist - Service Mapping<br>ServiceNow Certified System Administrator (CSA) |
| <b>Exam Price:</b>             | \$300 USD                                                                                                                                                                                                                                  |
| <b>Exam Duration:</b>          | 90 minutes                                                                                                                                                                                                                                 |
| <b>Recommended Training:</b>   | ServiceNow CMDB Fundamentals Training<br>ServiceNow CSDM Framework Overview                                                                                                                                                                |
| <b>Exam Registration:</b>      | ServiceNow Training and Certification Portal                                                                                                                                                                                               |
| <b>Sample Questions:</b>       | ServiceNow CIS-DF Sample Questions                                                                                                                                                                                                         |
| <b>Exam Way:</b>               | Online proctored exam or authorized testing center                                                                                                                                                                                         |
| <b>Pre Condition:</b>          | Recommended: ServiceNow Certified System Administrator (CSA) or equivalent experience with CMDB and ServiceNow platform fundamentals                                                                                                       |
| <b>Official Syllabus URL:</b>  | <a href="https://www.servicenow.com/services/training-and-certification.html">https://www.servicenow.com/services/training-and-certification.html</a>                                                                                      |

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To keep with such an era, when new knowledge is emerging, you need to pursue latest news and grasp the direction of entire development tendency, our CIS-DF training questions have been constantly improving our performance and updating the exam bank to meet the conditional changes. Our working staff regards checking update of our CIS-DF Preparation exam as a daily routine. So without doubt, our CIS-DF exam questions are always the latest and valid.

### 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 (Q132-Q137):

### NEW QUESTION # 132

A customer's CMDB is aligned to the CSDM Walk stage.  
What benefit is provided by the CMDB?

- A. Improves the implementation velocity of APM Foundation for future business application rationalization
- B. Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments
- C. Enables impact assessments for incident, problem, and change on Business Services

**Answer: C**

Explanation:

In the CSDM Walk stage, an organization has moved beyond basic data hygiene (Crawl) and has established foundational service models, especially Business Services and their relationships to underlying technical components. One of the most important and immediate benefits of reaching this stage is the ability to perform reliable impact analysis across ITSM processes.

When Business Services are correctly defined and related to Application Services, applications, and infrastructure CIs, the CMDB becomes a decision-support system rather than just a data repository. This enables impact assessments for Incident, Problem, and Change Management, which is exactly what Option C describes. For example, when an incident is logged against a CI, ServiceNow can automatically determine which Business Services are impacted and who the affected stakeholders are. Similarly, during Change Management, planners can assess downstream risk by identifying which business-facing services could be disrupted.

Option A is more aligned with advanced operational governance and support model optimization, which typically appears later as organizations mature toward the Run stage. Option B relates to Application Portfolio Management (APM) acceleration, which benefits more from accurate application ownership and lifecycle data rather than core Walk-stage service modeling.

Therefore, the correct and CSDM-aligned benefit at the Walk stage is enabling impact assessments for incident, problem, and change on Business Services, making Option C the verified answer.

### NEW QUESTION # 133

The CMDB Administrator has set up two Dynamic Reconciliation Rules within the ServiceNow Production Instance. The 'Server' class has a Dynamic Reconciliation Rule of largest value for the RAM field. The 'Windows Server' class has a Dynamic Reconciliation Rule of most reported for the RAM field.

| ServiceNow       |          |
|------------------|----------|
| Discovery Source | RAM (MB) |
| Tivoli           | 4,096    |
| ServiceNow       | 4,096    |
| LANDesk          | 2,048    |
| Altiris          | 8,192    |

Given the above data in Multisource CMDB, which value is added to the CMDB for RAM for a Server CI?

- A. 2,048 MB
- B. 4,096 MB
- C. 8,192 MB

**Answer: C**

Explanation:

This question hinges on understanding class-specific Dynamic Reconciliation Rules in CMDB 360 / Multisource CMDB within ServiceNow.

Although two different dynamic rules are configured, the rule applied depends on the CI class being evaluated:

For the Server class, the configured rule is Largest value for the RAM attribute.

For the Windows Server class, the rule Most reported would apply-but only if the CI were evaluated as a Windows Server.

The question explicitly asks for the resulting RAM value for a Server CI, not a Windows Server CI.

Therefore, the Largest value rule governs the outcome.

Looking at the multisource values:

2,048 MB (LANDesk)

4,096 MB (Tivoli)

4,096 MB (ServiceNow)

8,192 MB (Altiris)

Under the Largest value dynamic reconciliation rule, the IRE selects the maximum numeric value, regardless of how frequently it is reported or which source provided it.

The Most reported logic (which would result in 4,096 MB) does not apply here because that rule is configured for a different class (Windows Server).

This scenario illustrates an important CMDB 360 principle: Dynamic reconciliation is evaluated per class, and child-class rules do

not override parent-class rules unless the CI is actually classified under that child class.

#### NEW QUESTION # 134

A CMDB Administrator uses the CMDB Data Foundations Dashboard to gain insights into the CMDB.

The results display low scores for several metrics.

Which actions can the CMDB Administrator take to improve the CMDB Health? (Choose two.)

- **A. Use the Remediation Playbooks linked beside each metric**
- B. Remove non-operational and retired CIs
- C. Adjust the metrics using exclusion rules to improve the scores
- **D. Focus on metric(s) with Critical and High priorities**

**Answer: A,D**

Explanation:

The CMDB Data Foundations Dashboard is designed to help administrators identify priority data issues and take structured remediation actions. When several metrics have low scores, the correct approach is not to randomly clean records or manipulate scoring rules. Instead, the administrator should prioritize the most important issues and use the recommended remediation guidance. Option A is correct because Data Foundations emphasizes prioritizing metrics with Critical and High priority first. These metrics usually represent the most important issues affecting CMDB trust, operational readiness, service visibility, and downstream ITSM processes such as Incident, Change, and Problem Management.

Focusing on the highest-priority metrics ensures remediation effort is aligned with business and operational risk.

Option C is also correct because the dashboard provides Remediation Playbooks linked to specific metrics.

These playbooks give structured guidance for analyzing the issue, identifying impacted records, correcting the data, and improving governance so the problem does not return. This is the preferred Data Foundations approach because it supports repeatable, auditable, and best-practice remediation.

Option B is not recommended because changing exclusions simply to improve the score can hide poor data quality rather than fix it. Exclusion rules should only be used when records are legitimately out of scope.

Option D may be valid in some lifecycle cleanup scenarios, but blindly removing non-operational or retired CIs is not the primary recommended action for improving dashboard health.

#### NEW QUESTION # 135

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

- A. Asset misalignment
- B. Performance degradation
- C. Missing ACLs
- **D. Duplicate CI creation and reconciliation conflicts**

**Answer: D**

Explanation:

Bypassing IRE risks duplicates because identification and reconciliation controls are not enforced.

#### NEW QUESTION # 136

A Configuration Management Process Owner is preparing solution options for presentation to the technical governance board for ingesting custom CIs to the CMDB. The solution needs to align with best practice, minimize the cost of future work (technical debt), and ensure compliance with future upgrades.

Which solutions accomplish this? (Choose two.)

- **A. Extending an existing CI class table to accommodate the custom CI class attributes**
- **B. Installing or upgrading the CMDB CI Class Models store application to find a suitable existing CI class accommodating any new attributes**
- C. Extending an existing Asset class table to accommodate the custom CI class attributes
- D. Repurposing a base CI class and renaming attributes, as required

**Answer: A,B**

Data Foundations emphasizes that "ingest" must produce CMDB data that is standardized, supportable, and upgrade-safe. When introducing custom CIs, the best practice is to reuse the most appropriate existing CI class (or an approved industry-aligned model) and only add what is necessary-this keeps the data model aligned with platform expectations and reduces downstream rework. Option B supports this directly: the CMDB CI Class Models application is intended to help teams select a suitable existing class rather than inventing new classes unnecessarily. Reusing existing classes improves consistency across integrations, Discovery/Service Mapping patterns, reporting, and CMDB Health rules- reducing technical debt and making future platform upgrades smoother. Option A is also aligned with best practice when used correctly: once you have the right CI class, extending that class to add additional attributes (new fields) is a standard, upgrade-safe customization approach. It preserves the underlying platform data structures and avoids breaking out-of-box behaviors, identification /reconciliation practices, and CMDB Health evaluations. Option C is not appropriate because Asset tables serve a different purpose (financial/lifecycle tracking) than CI tables (operational/service context). Mixing CI attributes into Asset classes creates confusion and process misalignment. Option D is strongly discouraged because repurposing and renaming base attributes creates long-term ambiguity, breaks shared semantics, and increases upgrade and maintenance risk.

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