

High Hit-Rate ServiceNow - CIS-DF - Study Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Material



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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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.
Topic 4	• CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.
Topic 5	• Govern: This domain focuses on CMDB quality management through health metrics, Data Manager policies, governance frameworks, stakeholder roles, duplicate remediation, operationalization, and lifecycle management.

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Seeing The Study CIS-DF Material Means that You Have Passed Half of Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q83-Q88):

NEW QUESTION # 83

ACMDB Administrator seeks to understand the available tools for preventing addressing, and remediating duplicate CIs Drag and drop each feature with the corresponding outcome Some options may not apply.

Feature	Answer Area	Corresponding Outcome
Certification Tasks		Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard Correctness Sco		Offers insight into duplicate CIs within the CMDB
De-Duplication Tasks		Offers a solution to resolve de-duplication tasks in bulk
De-Duplication Templates		Provides a wizard to resolve de-duplication tasks individually
Duplicate CI Remediator		

Answer:

Explanation:

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CMDB Health Dashboard – Correctness Scorecard	Offers insight into duplicate CIs within the CMDB
De-duplication Templates	Offers a solution to resolve de-duplication tasks in bulk
Duplicate CI Remediator	Provides a wizard to resolve de-duplication tasks individually

In ServiceNow, duplicate CI management spans detection, insight, and remediation:

The CMDB Health Dashboard - Correctness surfaces where duplicates exist and their impact, providing visibility and prioritization.

Certification Tasks support governed resolution, allowing assignment to individuals or groups to validate and correct data.

De-duplication Templates enable bulk remediation, ideal when standardized merge rules can be applied across many duplicates.

The Duplicate CI Remediator offers a guided, record-by-record wizard, preserving relationships and history for safer individual resolutions.

De-duplication Tasks are the work items generated by these processes, but they do not themselves represent an outcome-hence not applicable .

This mapping aligns with CMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

NEW QUESTION # 84

What is the difference between Data Certification and Attestation policies when managing a CI?

- A. Attestation tracks acknowledgement the CI still exists, while Data Certification requires validating specific attributes of a CI
- B. Attestation requires correcting specific attributes of a CI, while Data Certification tracks acknowledgement the CI still exists
- C. Attestation can be assigned to a group or an individual, while Data Certification can only be assigned to an individual
- D. Attestation can be scheduled, while Data Certification cannot be scheduled

Answer: A

Explanation:

Within ServiceNow CMDB governance, Attestation and Data Certification serve distinct but complementary purposes. The key difference lies in what is being validated.

Attestation is focused on existence and ownership confirmation. When a CI is attested, the assigned user or group is asked to confirm that the CI still exists, is still relevant, and is still owned or managed by the appropriate team. No detailed attribute-level validation is required. This lightweight process is commonly used to prevent "ghost CIs" from lingering in the CMDB.

Data Certification, on the other hand, is more rigorous. It requires the certifier to validate specific attributes of the CI, such as lifecycle status, support group, environment, or service relationships. Certification ensures data correctness and completeness, which directly impacts CMDB Health scores and downstream processes like Change and Incident Management.

Options A, B, and C incorrectly describe these mechanisms or their assignment and scheduling capabilities.

Both attestation and certification can be scheduled and assigned flexibly, but their validation depth is what truly differentiates them.

Therefore, Option D correctly describes the distinction: attestation confirms existence, while data certification validates CI attributes.

NEW QUESTION # 85

The CMDB Configuration Management team has successfully developed a healthy and trusted CMDB. They have integrated discovered infrastructure data, accurately referenced non-discoverable data (such as change and support group information), and made the CMDB service-aware using Service Mapping.

Which field on an Incident form is automatically populated after a CI is selected that references an appropriate support group?

- A. Change Group
- B. Approval Group
- C. Managed by Group
- D. Assignment Group
- E. Support Group

Answer: D

Explanation:

In a mature CMDB implementation within ServiceNow, CI operational attributes are leveraged to automate ITSM workflows. One of the most important outcomes of accurate Configuration Management is automatic incident routing.

When a CI is selected on an Incident record, ServiceNow evaluates the CI's Support Group attribute. If populated correctly, the platform automatically copies this value into the Assignment Group field on the Incident. This ensures incidents are routed to the correct resolver group without manual triage, reducing mean time to resolution (MTTR).

The Support Group is a CI attribute, not an incident field that drives workflow directly. The Assignment Group is the operational field used by Incident Management to assign ownership. Managed by Group, Approval Group, and Change Group are used in other governance and lifecycle contexts and are not auto-populated during incident creation.

This behavior is a direct result of Data Foundations best practices: maintaining accurate CI-to-support-group relationships to enable automation and consistency across ITSM processes.

Therefore, the correct answer is C - Assignment Group.

NEW QUESTION # 86

(Choose two)

A CMDB Administrator is leveraging CI data as part of an Integrated Risk Management (IRM) implementation and the Entity Scoping process. The Administrator wants to leverage the CSDM Data Foundations Dashboard playbooks under the Run tab. Which CSDM relationships are leveraged using the CSDM playbooks?

- A. Business Applications that have relationships to Application Services
- B. Logical CIs that have relationships with Information Objects

- C. Business Applications that have their relationships to Information Objects
- D. Locations that have established parent records

Answer: B,C

Explanation:

The Run tab in the CSDM Data Foundations Dashboard focuses on enabling operationalized, risk-aware use cases, including Integrated Risk Management (IRM) and Entity Scoping. These use cases require organizations to understand what data is processed, where it resides, and which technical components are involved, rather than only service impact for ITSM.

Information Objects play a central role at this stage.

Option A is correct because Business Applications related to Information Objects allow organizations to identify what types of data (PII, PCI, PHI, regulated data) are processed by each business application. This relationship is essential for risk classification, regulatory compliance, and audit scoping in IRM. Without it, risk assessments lack data sensitivity context.

Option D is also correct because Logical CIs (such as databases, schemas, or data stores) related to Information Objects establish where sensitive data is stored or processed at a technical level. This enables IRM to trace risk from business context down to technical exposure, supporting control testing, issue management, and remediation prioritization.

Option B (Location hierarchy) supports foundational data quality but does not directly enable risk or entity scoping. Option C (Business Applications to Application Services) is critical for service impact and Change/Incident Management, but it is more aligned to service operations rather than risk and data-centric scoping, which is the focus of the Run playbooks for IRM.

Therefore, the correct answers are A and D, as they directly support IRM entity scoping, regulatory analysis, and risk visibility through CSDM-aligned data modeling.

NEW QUESTION # 87

The CMDB Administrator group aims to display meaningful results on the CMDB Health Dashboard - Compliance Scorecard for server records that are not on the latest patch.

What must be configured to achieve this goal?

- A. Certification Policies, Data Filters, Scheduled Jobs
- B. Stale, Orphan, Duplicate
- C. Certification Filter, Certification Template, Audit
- D. Technical Service Offerings, Dynamic CI Groups, CMDB Groups

Answer: A

Explanation:

In ServiceNow, the Compliance dimension of the CMDB Health Dashboard is driven by Data Certification. To surface meaningful compliance results—such as identifying servers that are not on the latest patch—the platform requires a combination of Certification Policies, Data Filters, and Scheduled Jobs.

Certification Policies define what data must be validated and which attributes are subject to compliance checks (for example, patch level, OS version, or last update date). Data Filters scope the population—such as server classes only—ensuring the compliance evaluation targets the correct CIs. Scheduled Jobs automate when certifications run, keeping compliance scores current and reflective of the latest state.

Options B and C are incorrect because stale/orphan/duplicate checks relate to other health dimensions (correctness and completeness), not compliance. Option D focuses on service modeling and group alignment, which does not directly drive compliance scoring for patch currency.

Therefore, configuring Certification Policies, Data Filters, and Scheduled Jobs is required to accurately measure and display patch compliance on the CMDB Health Dashboard.

NEW QUESTION # 88

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