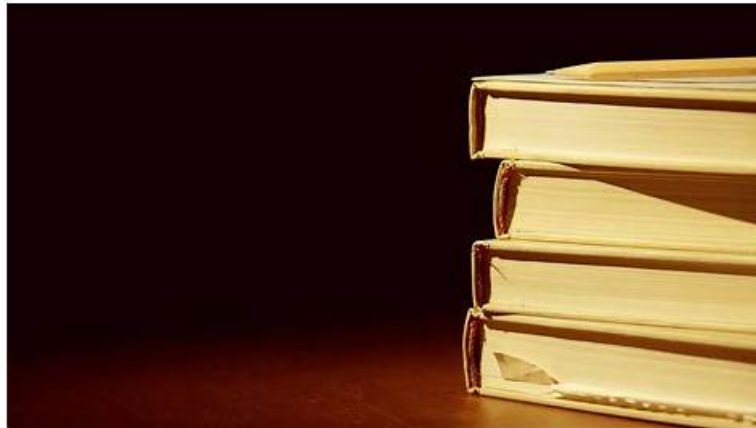


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ServiceNow CIS-DF Exam Syllabus Topics:

Topic	Details
Topic 1	• CSDM Fundamentals: This domain establishes Common Services Data Model knowledge including stakeholder collaboration for CI classification, CSDM methodology adherence, and understanding implementation benefits.
Topic 2	• 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 3	• 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 4	• 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 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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ServiceNow Certified Implementation Specialist - Data Foundations (CMDB and CSDM) Sample Questions (Q40-Q45):

NEW QUESTION # 40

A CMDB Owner starts the CSDM journey and needs to become familiar with the CSDM domains. Drag the CMDB objects to the correct CSDM domains.

Answer:

Explanation:

Explanation:

The Common Service Data Model (CSDM) organizes CMDB data into domains that reflect how services are planned, delivered, and consumed. Correct placement of objects is essential for reporting, ownership, and downstream ITSM, ITOM, and IRM use cases.

Design and Planning domain # Business Process

Business Processes describe how the business operates and what capabilities are required. These are planning constructs used to design services and applications before they are built or delivered.

Foundation domain # Business Application

Business Applications are foundational reference objects that represent what applications exist and who owns them. They anchor ownership, lifecycle, and governance but are not directly operational.

Service Delivery domain # Application Service

Application Services represent running, operational technical services (often created via Service Mapping).

They are central to Incident, Change, and Event Management, making them part of Service Delivery.

Sell / Consume domain # Business Service

Business Services represent what is offered to customers or consumers. They define value delivery, SLAs, and consumption context, which is why they belong in the Sell/Consume domain.

This mapping aligns with CSDM v5 guidance and ensures clear separation between planning constructs, foundational records, operational services, and consumer-facing services—a key principle for a scalable and governed CMDB.

NEW QUESTION # 41

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

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.

NEW QUESTION # 42

A CMDB Administrator wants to run the "Services Have Owners Identified" Get Well Playbook to remediate issues shown in the CMDB Data Foundations Dashboard.

Which remediation plays would be used? (Choose 2 options)

- A. Fix Data
- B. Report Data
- C. Govern Data
- D. Analyze Data

Answer: A,C

Explanation:

The CMDB Data Foundations Dashboard is paired with Get Well Playbooks that guide administrators through structured remediation. The "Services Have Owners Identified" playbook focuses on closing ownership gaps for services, which is a governance and data correction activity.

Fix Data (Option A) is used to correct missing or incorrect values, such as populating owner fields, assigning responsible groups, or updating relationships. In this playbook, Fix Data actions are required to actually remediate the issue by assigning owners to services.

Govern Data (Option D) is also required because ownership is not a one-time correction--it must be enforced and sustained.

Govern Data establishes policies, ownership accountability, and controls (such as certifications or attestations) to ensure services continue to have owners over time and do not regress.

NEW QUESTION # 43

Drag and Drop Question

ServiceNow provides a suite of CMDB management tools designed to effectively ingest, manage, and maintain CIs and relationships.

Drag and drop the design architecture to its management tool. (Some options may not apply.)

Answer:

Explanation:

Explanation:

Agent Client Collector: This is ServiceNow's agent-based approach. It requires a software agent to be installed on the target host to run discovery patterns locally.

Import Sets: This is the traditional, manual way to bring in data. You define the source, and the organization builds the logic (Transform Maps) to move that data into the CMDB.

Service Graph Connector: These are found in the ServiceNow Store. They are "certified" integrations built to work with specific third-party vendors (like SCCM or Jamf) with minimal setup.

ServiceNow Discovery: The classic agentless method. It probes the network and uses patterns to identify and map CIs without needing software installed on every machine.

NEW QUESTION # 44

CMDB class owners are receiving tasks under the "My Work" tab in the CMDB Workspace.

Which CMDB management tool is generating those tasks?

- A. De-duplication templates
- B. CMDB Health Dashboard
- C. CMDB Data Manager

Answer: C

Explanation:

The CMDB Data Manager is the ServiceNow capability responsible for generating actionable governance tasks and assigning them to CI class owners and data stewards. These tasks appear directly in the "My Work" tab within the CMDB Workspace, enabling proactive and role-based CMDB governance.

CMDB Data Manager focuses on data lifecycle management, including archival, retirement, and cleanup of CIs based on defined policies. When lifecycle rules or retention thresholds are met--or when human validation is required--the Data Manager creates tasks to prompt responsible owners to take action. This ensures that CMDB data remains accurate, compliant, and lean over time.

NEW QUESTION # 45

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