Vendor: ServiceNow

Exam Code: CIS-DF

Exam Name: Certified Implementation Specialist - Data Foundations (CMDB and CSDM)

Version: DEMO

QUESTION 1

A CMDB Administrator is managing group data from both the CI Class Manager and a Technical Service Offering for a specific class.

```
Cl Class Manager:
- Managed by Group = Enterprise IT Services

Technical Service Offering:
- Managed by Group = Windows Support
- Change Group = Change Management Team
```

What would be the Managed By Group for CIs from this class based on the configured values?

A. Windows Support
B. Enterprise IT Services
C. Change Management Team

Answer: A
Explanation:
When a Managed by Group is defined on a Technical Service Offering, it takes precedence over the Managed by Group defined at the CI class level in CI Class Manager. Therefore, configuration items associated with that technical service offering inherit the Managed by Group from the service offering configuration.

QUESTION 2
A Configuration Manager wants to manage manually maintained data attributes of CIs. Which group values are automatically synchronized on CIs using Technology Management Offerings (Technical Service Offerings) and dynamic CI groups? (Choose two.)

A. Change group
B. Approval group
C. Support group
D. CMDB group

Answer: AC
Explanation:
Technology Management Offerings and dynamic CI groups automatically synchronize operational ownership fields on configuration items. The Change group is used to determine which team is responsible for implementing changes affecting the CI, and the Support group identifies the team responsible for ongoing operational support. These values are propagated from the service offering configuration to the associated CIs to ensure consistent ownership and operational management.

QUESTION 3
A CMDB Administrator is tasked with managing the CMDB and needs to define a new CI class to track a new type of equipment that has not been seen before. Which action adds a new CI class and ensures it integrates properly with the existing CMDB structure?

A. Use Service Catalog to define the new CI class, as the CI Class Manager is only for service-related records and not for hardware CIs
B. Edit an existing CI class under CI Class Manager and add new fields specific to the new

equipment type
C. Create a new CI class directly in the CI Class Manager and configure the table inheritance to ensure it inherits from a relevant parent class
D. Use the CI Class Manager to create a new CI class but avoid setting up any inheritance, as CI classes should be independent of one another to maintain clarity

Answer: C
Explanation:
A new CI class should be created in CI Class Manager with proper table inheritance from an appropriate parent class in the CMDB hierarchy. Inheritance ensures the new class automatically receives standard attributes, relationships, and behaviors from the parent class, allowing it to integrate correctly with the existing CMDB structure and maintain alignment with the CMDB data model.

QUESTION 4
A Configuration Manager needs to restrict the number of classes available in a Configuration Item reference field on an incident form. How does the Manager set Principal Classes?

A. By using the Principal Class check box on the CI Class Manager's 'Basic Info' tab for a Class
B. By using the Principal Class check box on the CI Class Manager's 'Attributes' tab for a Class
C. By using the Principal Class attribute on the CI
D. By using the Principal Class check box on the CMDB Workspace

Answer: A
Explanation:
Principal Classes are configured in the CI Class Manager on the Basic Info tab for a CI class. When the Principal Class checkbox is selected, configuration items from that class become available in CI reference fields used in operational processes such as Incident, Problem, and Change, allowing administrators to control which CI classes appear in those reference fields.

QUESTION 5
A CMDB Administrator aims to utilize CSDM life cycle field mappings to better align with CSDM best practices. What is the next step to take after selecting the Enable Life Cycle Sync button?

A. Resolve any incomplete field mappings identified in the Discrepancy Report
B. Fix the incorrect values in the Life Cycle Stage to match legacy values
C. Activate the CSDM Life Cycle field mappings

Answer: A
Explanation:
After enabling Life Cycle Sync, the platform generates a discrepancy report that identifies incomplete or conflicting lifecycle field mappings. The next step is to resolve these discrepancies so that legacy lifecycle fields properly align with the CSDM lifecycle stage and status model before synchronization can function correctly.

QUESTION 6
What types of policies can be created within CMDB Data Manager? (Choose two.)

A. Retire
B. Reconciliation
C. De-duplication

D. Archive

Answer: AD
Explanation:
CMDB Data Manager provides lifecycle management policies that automate the handling of configuration items as they age. Retire policies transition configuration items out of active use when they meet defined conditions, and Archive policies move retired records to archival storage so that obsolete data is removed from active CMDB operations while still being retained if needed for reference.

QUESTION 7
Which default user groups are available when setting up a CMDB Data Manager policy and specifying the task assignment with the Assignment type set to 'User Group Field'? (Choose two.)

A. Owned by Group
B. Assignment Group
C. Managed By Group
D. Support Group

Answer: BD
Explanation:
When configuring a CMDB Data Manager policy with the assignment type set to User Group Field, the platform allows tasks to be routed based on specific group reference fields on the CI record. The default group fields available for this purpose are Assignment Group and Support Group, which commonly represent the teams responsible for managing or supporting the configuration item.

QUESTION 8
During a CMDB implementation, a team member is tasked with ensuring the accuracy and completeness of CI data. This person is also responsible for maintaining data quality and resolving discrepancies. Which role is responsible for these tasks?

A. CMDB Architect
B. IT Asset Manager
C. Configuration Manager
D. Service Owner

Answer: C
Explanation:
The Configuration Manager is responsible for maintaining the integrity and quality of CMDB data. This role oversees configuration management processes, ensures configuration item data is accurate and complete, and resolves discrepancies to maintain a reliable and trusted CMDB.

QUESTION 9
A CMDB Configuration Manager sets up the following data filter for a certification policy using CMDB Data Manager.

```
- Table: Server [cmdb_ci_server]
- Filter: Operating System | contains | Server OR Operating System |
contains | Linux
```

Which operating systems are affected by this policy? (Choose two.)

A. Linux CentOS
B. AIX
C. Windows Server 2022 Datacenter
D. Windows 2019 Datacenter

Answer: AC
Explanation:
The filter targets records where the Operating System field contains either “Server” or “Linux.” Linux CentOS matches because the value contains the word “Linux.” Windows Server 2022 Datacenter matches because the value contains the word “Server.”

QUESTION 10
A CMDB Administrator needs to track which CIs and CI classes are missing key data. Which CMDB Health Dashboard scorecard supports tracking this requirement?

A. Correctness
B. Completeness
C. Compliance

Answer: B
Explanation:
The Completeness scorecard measures whether required or recommended attributes for configuration items are populated. It identifies CIs and CI classes that are missing key data fields, allowing administrators to track and improve the completeness of CMDB records.

QUESTION 11
A CMDB Administrator has a number of similar de-duplication tasks that need to be remediated in bulk. How does the Administrator achieve this?

A. Utilize the Duplicate CI Remediator Wizard
B. Configure and run a custom de-duplication background script
C. Create de-duplication tasks manually and remediate each
D. Create and run a de-duplication template

Answer: D
Explanation:
De-duplication templates allow administrators to remediate duplicate configuration items in bulk by defining rules and actions that apply to multiple duplicate records. The template can be executed to process many duplicate CIs at once, streamlining large-scale remediation instead of handling each task individually.

QUESTION 12
A CMDB Administrator group aims to establish a process for receiving task notifications when the Support Group or Managed By Group fields are not populated for operational Linux servers stored in the CMDB. Which ServiceNow modules can be leveraged to configure recommended fields and generate task records in cases where these fields are missing for Linux servers in the CMDB?

A. CMDB Workspace and Scheduled Jobs

B. Technical Service Offerings and Dynamic CI groups
C. Dynamic CI groups and CMDB groups
D. CI Class Manager and Health Preferences

Answer: D
Explanation:
CI Class Manager is used to configure recommended fields for CI classes, allowing administrators to define which attributes should be populated for records such as Linux servers. Health Preferences are then used by the CMDB Health framework to monitor these recommended fields and generate remediation tasks when the required or recommended attributes, such as Support Group or Managed By Group, are missing.

QUESTION 13
A CMDB Administrator has a report in ServiceNow that lists all CMDB Services that do not have an owner and wants to use a ServiceNow Playbook. What Governance process play can prevent this from recurring?

A. Set a default value on the Service Owner field so that is never empty
B. Make the field Owned by mandatory
C. Make the field Managed by mandatory on all CIs

Answer: B
Explanation:
Making the Owned by field mandatory ensures that every CMDB service record must have an assigned owner before it can be created or updated. This governance control prevents services from existing without clear accountability, which addresses the root cause of services appearing in reports without owners.

QUESTION 14
A CMDB Administrator wants to leverage the Staleness metric from the CMDB Health Dashboard - Correctness Scorecard. What is the default duration of this metric?

A. 30 days
B. 24 hours
C. 7 days
D. 60 days

Answer: A
Explanation:
The default staleness threshold used by the CMDB Health Dashboard Correctness scorecard is 30 days. A configuration item is considered stale if it has not been updated by discovery within this time period, indicating that the CI data may no longer accurately represent the current environment.

QUESTION 15
A Configuration Manager responsible for a specific region wants to use the CMDB Health Dashboard to improve the data quality of the CMDB for that region. The Configuration Manager only sees the overall score and grouped by CI Class. How can the Configuration Manager get a score for regionally relevant CIs?

A. On the CMDB health settings, activate the option, Group scores by region

B. Customize the CMDB Health Dashboard scheduled jobs to group the results by region
C. Create CMDB groups with type, health, by region

Answer: C
Explanation:
CMDB groups with the type set to Health allow administrators to scope CMDB Health metrics to specific subsets of configuration items. By creating groups based on regional criteria, the Configuration Manager can generate health scores that reflect only the CIs belonging to that region, enabling more targeted monitoring and improvement of data quality.

QUESTION 16
How does a CMDB Administrator use the ServiceNow Platform to ensure the data quality associated with CIs in the CMDB?

A. Data Quality Scheduled Job
B. CMDB Audit Business Rule
C. CMDB Workspace
D. Data Quality Business Rule

Answer: D
Explanation:
The Data Quality Business Rule enforces validation logic on configuration item records to ensure that required or recommended data is present and meets defined standards. It helps maintain CMDB data quality by preventing records from being saved when they do not meet the defined data quality conditions.

QUESTION 17
A CMDB Configuration Manager is reviewing the metrics on the CMDB Health Dashboard's Correctness Scorecard. For the Duplicate metric in the Server class, it shows Healthy CIs/Evaluated as 59,000/60,000. What does this indicate about the scope of server records calculated under this metric?

A. 1,000 server records are in scope for this metric
B. 60,000 server records are in scope for this metric
C. 59,000 Linux and 60,000 Windows servers records are in scope for this metric
D. 59,000 server records are in scope for this metric

Answer: B
Explanation:
In the CMDB Health Dashboard, the Evaluated value represents the total number of configuration items included in the scope of that metric. The Healthy value shows how many of those evaluated records meet the metric criteria. Therefore, 59,000 out of 60,000 server records are considered healthy, meaning the metric evaluated 60,000 server records in total.

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