

ServiceNow.CIS-DF.v2026-08-19.q101

Exam Code:	CIS-DF
Exam Name:	Certified Implementation Specialist - Data Foundations (CMDB and CSDM)
Certification Provider:	ServiceNow
Free Question Number:	101
Version:	v2026-08-19
# of views:	683
# of Questions views:	1149
https://www.dumpsfiles.com/files/ServiceNow/CIS-DF/ServiceNow.CIS-DF.v2026-08-19.q101	

NEW QUESTION: 1

The following identification rule for a Hardware CI class has been defined



Identifier	Entries Table	Priority
Serial Number	serial_number, serial_number_type	100
Hardware	serial_number	200
Hardware	name	300
Network Adapter	mac_address, name	400

Two new CI records are imported into the Hardware class of the CMDB:

CI1: The name of this CI record matches the name of an existing CI record in the CMDB.

CI2: The IP address of this CI record matches the IP address of an existing CI record in the CMDB.

Which is correct based on the identification rule and the imported CI records?

- A. CI1 will be inserted as a new record and CI2 will be updated with the matching record
- B. CI1 and CI2 both will be inserted as new records
- C. CI1 will be updated with the matching record and CI2 will be inserted as a new record
- D. CI1 and CI2 both will be updated with matching records

Answer: B (LEAVE A REPLY)

This question tests understanding of how the Identification and Reconciliation Engine (IRE) evaluates incoming CI data against Identification Rules and their priority order in ServiceNow.

From the identification rule shown:

Serial number (+ type) # Priority 100

Serial number # Priority 200

Name (Hardware) # Priority 300

MAC address + name (Network Adapter) # Priority 400

For a CI to be identified and matched, the incoming record must satisfy one complete identifier entry exactly as defined for that class.

CI1 (Name match only)

Although the name matches an existing Hardware CI, name alone is a low-priority identifier (300) and is not sufficient to uniquely identify a Hardware CI unless no higher-priority identifiers exist and the identifier entry criteria are fully satisfied. In practice, Hardware identification relies on serial number-based identifiers, not name-only matching, to avoid false positives. Therefore, CI1 cannot be confidently matched and is inserted as a new record.

CI2 (IP address match)

IP address is not part of any Hardware identification rule shown. IP address is typically used for discovery correlation or network relationships, not as a primary Hardware identifier. Since no identifier entry includes IP address, CI2 does not match any valid identification rule and is also inserted as a new record.

Because neither CI satisfies a valid identifier entry, both records are inserted as new CIs.

NEW QUESTION: 2

The following identification rule for a Hardware CI class has been defined.

Hardware Rule:	Criterion attributes	Priority
Identifier Entries Table		
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Hardware	serial_number	200
Hardware	name	300
Network Adapter	mac_address, name	400

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CI2 (IP address match)

IP address is not part of any Hardware identification rule shown. IP address is typically used for discovery correlation or network relationships, not as a primary Hardware identifier. Since no identifier entry includes IP address, CI2 does not match any valid identification rule and is also inserted as a new record.

Because neither CI satisfies a valid identifier entry, both records are inserted as new CIs.

NEW QUESTION: 3

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.

Application Service

Business Application

Business Process

Business Service

Answer Area

Design and Planning domain

Foundation domain

Service Delivery domain

Sell / Consume domain

servicenow

Answer:



Explanation:

CMDB Object	CSDM Domain
Business Process	Design and Planning domain
Business Application	Foundation domain
Application Service	Service Delivery domain
Business Service	Sell / Consume domain

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: 4

A CMDB Administrator needs the fastest time-to-value solution for effectively ingesting, managing, and maintaining CIs and relationships. Which management tool will accomplish this to import Windows computer data from SCCM?

- A. SCCM Usage Metering Spoke
- B. Import set using JDBC data source connection to SCCM using transform maps
- C. IntegrationHub ETL connection to SCCM using Robust Transform Engine (RTE)
- D. SCCM Service Graph Connector

Answer: D (LEAVE A REPLY)

The fastest and most supportable time-to-value option is the SCCM Service Graph Connector . Service Graph Connectors are purpose-built integrations for bringing third-party source data into the CMDB using ServiceNow-supported mappings, Identification and Reconciliation Engine processing, source tracking, and standardized class alignment. For SCCM specifically, the SCCM Service Graph Connector avoids the technical debt of building custom JDBC imports, transform maps, and scripts. Import sets and transform maps can work, but they require more implementation effort and create higher risk if IRE is not correctly invoked.

IntegrationHub ETL with RTE is a stronger pattern than raw imports, but for SCCM the dedicated Service Graph Connector is still the fastest and most governed solution. SCCM Usage Metering Spoke is not the CMDB ingestion tool for Windows computer CI data. Therefore, D is correct.

NEW QUESTION: 5

The CMDB Health Dashboard is based on three Key Performance Indicators: Correctness, Compliance, and Completeness . Each KPI includes several sub-metrics. Drag the sub-metrics to the KPI. Some options may not apply.

Audit

Stability

Required

Certify

Suggested

Orphan

Answer Area

Completeness

Compliance

Correctness

Answer:

Audit

Stability

Required

Certify

Suggested

Orphan

Answer Area

Required

Audit

Orphan

Completeness

Compliance

Correctness

Explanation:
Completeness # Required
Compliance # Audit
Correctness # Orphan

The CMDB Health Dashboard helps administrators measure whether the CMDB is trustworthy, usable, and aligned with governance expectations. The three main CMDB Health KPIs are Completeness , Compliance , and Correctness , and each KPI evaluates a different aspect of CMDB data quality.

Completeness focuses on whether required or expected fields are populated on CI records. A CI may exist in the CMDB, but if important fields such as owner, support group, location, serial number, or environment are missing, the record is not complete enough to support operational processes. Therefore, Required belongs under Completeness .

Compliance focuses on whether CIs follow defined rules, policies, and governance requirements. The Audit sub-metric is associated with Compliance because audits check whether records meet expected standards and whether governance controls are being followed.

Correctness focuses on whether the CI data is accurate and logically valid. Orphan belongs under Correctness because an orphan CI lacks expected relationships or context. For example, a server without expected dependencies or service relationships may reduce the accuracy of impact analysis and operational reporting.

The other visible options, such as Stability , Suggested , and Certify , are not the best fit for the three answer slots shown in this question.

NEW QUESTION: 6

A Service Portfolio Manager wants to know which Application Services their Business Service Offerings depend on.
At what stage of CSDM would this relationship be mapped?

- A. Crawl
- B. Walk
- C. Fly
- D. Foundation
- E. Run

Answer: B ([**LEAVE A REPLY**](#)**)**

The Walk stage introduces the service-model relationships required to connect business-facing services and offerings to the Application Services that technically enable them. At this stage, the organization has progressed beyond foundational CMDB population and begins establishing service context for operational processes.

Relating Business Service Offerings to Application Services allows service owners to determine which technical services support each consumable business offering. This enables impact assessment, outage communication, change-risk evaluation, and identification of affected consumers. The guide explains that the Walk stage establishes Business Services and their relationships with Application Services and infrastructure so the CMDB can support Incident, Problem, and Change impact analysis.

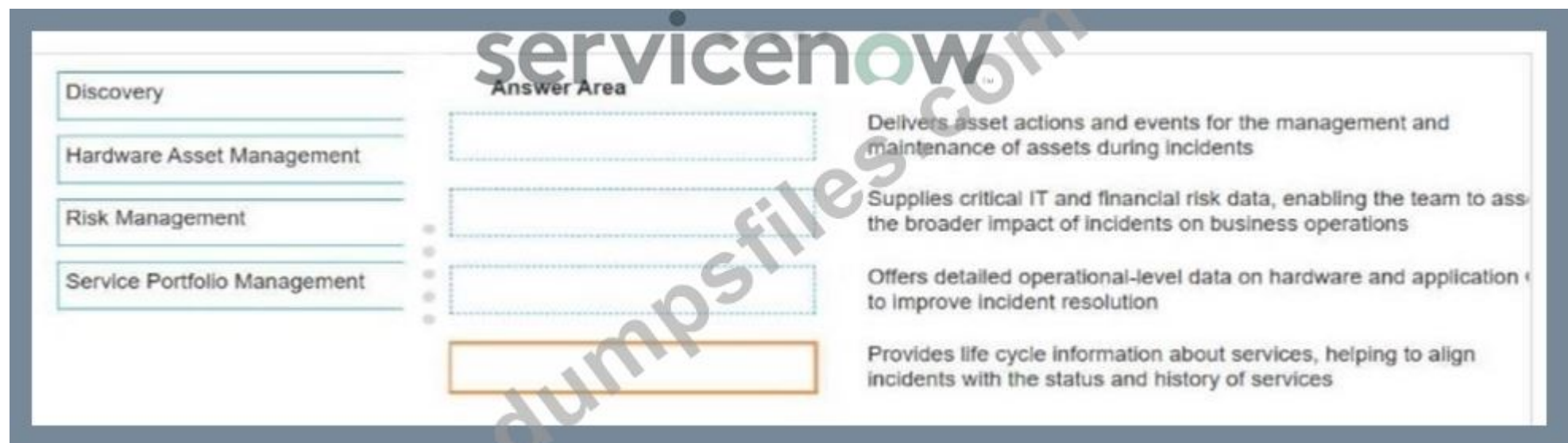
Crawl primarily establishes foundational CI data and ingestion controls. Run and Fly represent more advanced operationalization and optimization. Foundation is a CSDM domain rather than the appropriate maturity stage for this relationship.

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NEW QUESTION: 7

Drag and Drop Question

A manufacturing organization has implemented Incident Management in ServiceNow and wants to integrate additional products to enhance its functionality.
Drag each ServiceNow product to the value it brings in supporting Incident Management.



Answer:



Explanation:

Enhancing Incident Management in ServiceNow often involves integrating complementary products that enrich context, prioritization, and decision-making.

Discovery strengthens incident resolution by automatically populating accurate CI data and relationships, allowing responders to quickly understand affected infrastructure and applications.

Hardware Asset Management (HAM) adds visibility into asset lifecycle, ownership, and maintenance actions, which is especially valuable when incidents involve physical devices or failures.

Risk Management (part of IRM) provides insight into business and financial risk exposure, helping teams prioritize incidents based on potential regulatory, safety, or financial impact.

Service Portfolio Management (SPM) connects incidents to the service lifecycle, enabling better understanding of whether an incident affects a live, retiring, or planned service--and improving communication with stakeholders.

Together, these integrations transform Incident Management from a reactive process into a context- rich, business-aligned capability.

NEW QUESTION: 8

A CMDB Administrator is reviewing the health of the CMDB and notices a large percentage of the Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and would like to resolve the issue in a timely manner.

What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A. CSDM Now Create Playbooks
- B. CMDB Health Dashboard Playbooks
- C. CMDB Data Foundations Dashboard Playbooks
- D. CSDM Data Foundations Dashboard Playbooks

Answer: C ([LEAVE A REPLY](#))

In Data Foundations, "Insight" includes using dashboards and guided remediation to identify and fix issues that degrade CMDB trust. Missing serial numbers on Hardware CIs is a high-risk data quality issue because serial number is commonly used as a key identifier for uniqueness. When it is missing, identification and reconciliation become less reliable, increasing the likelihood of duplicate CI creation from Discovery, integrations, or manual entry.

ServiceNow provides structured, prescriptive guidance through the CMDB Data Foundations Dashboard Playbooks. These playbooks are designed specifically to help administrators move from a dashboard finding (for example, low uniqueness or incomplete key identifiers) to a repeatable remediation approach. They typically guide you to: confirm the scope of impacted CI classes, validate which sources should populate serial number (Discovery, integrations, import sets, vendor feeds), verify mapping and transformation logic, and then remediate existing records while putting controls in place to prevent recurrence.

NEW QUESTION: 9

A customer has built services without aligning to CSDM and wants to realign with minimal disruption. What is the recommended first step?

- A.** Delete existing services
- B.** Perform a CSDM maturity assessment and gap analysis
- C.** Disable Service Mapping
- D.** Rebuild CMDB

Answer: ([SHOW ANSWER](#))

A CSDM maturity assessment identifies gaps and allows phased realignment without disrupting existing operations.

NEW QUESTION: 10

(Choose 2 options)

A CMDB Administrator needs to create a new CI class for an Internet of Things (IoT) Sensor in ServiceNow.

What are the recommended practices for this activity?

- A.** Delete an unused class and replace it with the new one
- B.** Install or update the CMDB CI Class Models Store application and verify the class does not already exist
- C.** Add a new class under an appropriate parent class
- D.** Modify an existing class

Answer: B,C ([LEAVE A REPLY](#))

Creating new CI classes is a high-impact configuration activity and must follow strict Data Foundations and CSDM-aligned best practices to avoid long-term technical debt and upgrade risk.

Option B is a recommended first step. Before creating any new CI class, administrators should install or update the CMDB CI Class Models Store application and verify whether an appropriate class already exists.

ServiceNow frequently delivers new CI classes through updates and class model packages, and duplicating an existing or planned class can lead to fragmentation and governance issues.

Option C is also correct. When a new class is truly required, it should be added under an appropriate parent class to inherit attributes, behaviors, and discovery patterns. For an IoT Sensor, this might be under a hardware or device-related parent class, ensuring consistency and minimizing customization.

Option A is incorrect and dangerous-deleting unused classes can break dependencies and historical data.

Option D is also discouraged; modifying existing classes to repurpose them violates upgrade-safe design principles and can negatively impact discovery, integrations, and reporting.

By verifying existing models first and extending the class hierarchy correctly, organizations maintain a clean, scalable, and upgrade-safe CMDB.

Therefore, the correct answers are B and C.

NEW QUESTION: 11

The ITSM Manager wants to use Technology Management Offerings, also known as Technical Service Offerings, to populate the support group of associated CIs.

What CSDM stage would this be completed in?

- A.** Run
- B.** Foundation

- C. Fly
- D. Crawl
- E. Walk

Answer: (SHOW ANSWER)

The correct answer is Run. The Run stage of CSDM maturity focuses on operationalizing the service model so that it supports real ITSM and operational processes. Technology Management Services and Technical Service Offerings are used to represent technical services delivered by internal technology teams. When these offerings are connected to Dynamic CI Groups, operational ownership data such as Support Group and Managed By Group can be populated and maintained on associated CIs. This is beyond the basic Crawl and Walk stages, which focus on foundational CMDB data and initial service modeling. It is also not Fly, which represents more advanced optimization and enterprise-level maturity. Because the scenario is about using Technical Service Offerings to drive operational support alignment for CIs, it belongs to the Run stage.

=====

NEW QUESTION: 12

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NEW QUESTION: 13

Drag and drop the product to its description.

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Agent Client Collector (ACC)

ServiceNow Discovery

Service Graph Connectors

Service Mapping

Answer Area

Collects inventory and telemetry from devices using an installed agent, especially where agentless discovery is not practical

Automatically identifies devices and applications on the network and populates the CMDB with accurate, up-to-date information

Facilitates integration between ServiceNow and external systems to import and synchronize CMDB data

Builds the complete topology of services and shows how they are supported by underlying infrastructure and applications

Answer:

Drag and drop the product to its description.

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Answer Area

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Explanation:

Agent Client Collector (ACC) # Collects inventory and telemetry from devices using an installed agent, especially where agentless discovery is not practical.

ServiceNow Discovery # Automatically identifies devices and applications on the network and populates the CMDB with accurate, up-to-date information.

Service Graph Connectors # Facilitates integration between ServiceNow and external systems to import and synchronize CMDB data.

Service Mapping # Builds the complete topology of services and shows how they are supported by underlying infrastructure and applications.

Each ingestion product has a specific role in CMDB Data Foundations. ServiceNow Discovery is primarily agentless and discovers infrastructure, applications, and relationships across the network. Agent Client Collector is agent-based and is useful for devices that are intermittently connected, remote, restricted, or difficult to scan through traditional Discovery. Service Graph Connectors are prebuilt, governed integrations used to bring third-party data into the CMDB while aligning with IRE and ServiceNow class models. Service Mapping focuses on service topology by identifying how application services depend on infrastructure and application components. The key distinction is that Discovery and ACC collect technical inventory, Service Graph Connectors integrate external sources, and Service Mapping builds service dependency models.

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NEW QUESTION: 14

A CMDB CI Class Owner responsible for the Windows Server class needs to manage the Windows Server class.

Which CI Class Manager feature will help the CI Class Owner streamline this task?

- A. Pinned Classes
- B. CI Favorites
- C. Search CI Classes

Answer: (SHOW ANSWER)

The correct answer is Pinned Classes . In CI Class Manager, pinning a class is used to keep frequently managed CI classes easily accessible. A CI Class Owner who regularly manages the Windows Server class does not need to search for it repeatedly through the full class hierarchy. By pinning the class, the owner can return to it quickly, improving administrative efficiency and reducing navigation overhead. "CI Favorites" is not the correct CI Class Manager feature in this context, and "Search CI Classes" can locate a class but does not streamline ongoing repeated management in the same way. Search is useful for one-time discovery, while pinned classes are specifically useful for recurring ownership and class administration tasks. Therefore, the feature that best supports this requirement is Pinned Classes.

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NEW QUESTION: 15

Which shows the most complete list of policy types that are provided by CMDB Data Manager?

- A.** Retire, Archive, Attestation, Certification, and Delete
- B.** Attestation, Retire, and Certification
- C.** Archive and Delete
- D.** Delete, Attestation, Retire, and Certification

Answer: ([SHOW ANSWER](#))

CMDB Data Manager supports multiple governance policy types because CMDB lifecycle management is broader than simply deleting or certifying records. The complete set represented here is Retire, Archive, Attestation, Certification, and Delete. Retire policies support lifecycle transition of CIs that should no longer be active. Archive policies remove records from active operational use while preserving them according to retention requirements. Delete policies permanently remove records when they no longer need to be retained. Attestation policies validate that a CI still exists or is still relevant. Certification policies require users to validate and potentially correct specific CI attribute values. Options B, C, and D are incomplete because each omits at least one major CMDB Data Manager policy type. Option A is therefore the best answer because it includes both lifecycle/removal policy types and validation-focused policy types.

NEW QUESTION: 16

A CMDB Administrator would like to minimize stale CIs in the CMDB.

Which CMDB Health Dashboard scorecard displays this information?

- A.** Correctness
- B.** Completeness
- C.** Compliance

Answer: C ([LEAVE A REPLY](#))

In Data Foundations, "Insight" includes measuring CMDB health in ways that are actionable--so teams can identify where data is degrading and prioritize remediation. Stale CIs (records that are no longer current, not updated, or no longer exist in the environment) are a common source of CMDB risk: they distort reporting, mislead impact analysis, and create noise for operational processes. Reducing staleness supports higher trust in the CMDB and better decision-making.

On the CMDB Health Dashboard, stale CI concerns align most closely with Compliance because staleness is fundamentally about whether CIs continue to meet defined governance expectations over time--such as update frequency, lifecycle status controls, and adherence to rules that indicate whether records are still valid. Compliance scorecards typically highlight rule-based adherence to standards (for example, policies or health rules indicating that certain CI types must be recently updated or must not exceed staleness thresholds). This makes Compliance the right place to monitor and improve staleness.

By contrast, Completeness focuses on whether required attributes are populated (for example, owner, environment, support group). Correctness focuses on whether values are accurate and relationships make sense. While stale records can indirectly affect correctness, the dashboard tracking of "stale" is primarily treated as a governance adherence issue--whether the CMDB is being maintained according to lifecycle and freshness expectations--therefore it is surfaced through the Compliance scorecard.

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NEW QUESTION: 17

A Configuration Management team needs to prevent duplicate server records to avoid confusion among users. Server records are identified when they are processed by the Identification and Reconciliation Engine (IRE) using the configured identification rules. Where would these rules be configured?

- A. CMDB Health Dashboard
- B. CMDB CI Class Manager
- C. CMDB Workspace
- D. CMDB Data Manager

Answer: (SHOW ANSWER)

Identification rules are configured through CMDB CI Class Manager . These rules define how the Identification and Reconciliation Engine determines whether an incoming CI already exists or whether a new CI record should be created. For server records, identification rules usually rely on attributes such as serial number, name, hostname, hardware identifiers, or other class-specific criteria. If these rules are weak or missing, duplicate server records can be created during Discovery, Service Graph Connector imports, or other integrations. The CMDB Health Dashboard detects health issues such as duplicates, but it is not where identification rules are configured. CMDB Workspace provides operational access to CMDB capabilities, but CI Class Manager is the correct configuration location. CMDB Data Manager governs lifecycle policies, not IRE identification logic. Therefore, the correct answer is B.

=====

NEW QUESTION: 18

Some steps need to be taken to transition from using legacy CMDB status attributes to CSDM lifecycle objects. Drag and drop the objects / attributes to the correct descriptions.

life_cycle_stage_status

life_cycle_object

life_cycle_mapping

life_cycle_stage

Answer Area

This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.

This is a record attribute that reflects a meta-level state of the record life cycle.

This is a record attribute that reflects a sub-level state of the record life cycle.

This table uses the type of CI (hardware, document, logical, etc.) determine which sub-level life cycle state values are available.

Answer:

life_cycle_stage_status	
life_cycle_object	
life_cycle_mapping	
life_cycle_stage	

Answer Area	
life_cycle_mapping	This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
life_cycle_stage	This is a record attribute that reflects a meta-level state of the record life cycle.
life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the record life cycle.
life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) to determine which sub-level lifecycle state values are available.

Explanation:

Object / Attribute	Correct Description
life_cycle_mapping	This table is pre-populated with mappings for legacy status values; based on this table, legacy values are mapped to the best-fit CSDM lifecycle value pair.
life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) to determine which sub-level lifecycle state values are available.
life_cycle_stage	This is a record attribute that reflects a meta-level state of the record lifecycle.
life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the record lifecycle.

When transitioning to CSDM-aligned lifecycle management, ServiceNow introduces a structured lifecycle framework that separates high-level intent from detailed operational state. Life Cycle Stage represents the macro phase of a CI's existence (for example: Plan, Build, Deploy, Operate, Retire). Life Cycle Stage Status refines that phase with granular, sub-level states that vary by CI type. Life Cycle Object determines which lifecycle stages and statuses apply, based on what kind of CI is being managed (hardware, application, document, etc.). Life Cycle Mapping ensures a safe transition from legacy status fields by translating existing values into standardized CSDM lifecycle values-avoiding data loss or process disruption. Together, these objects enable consistent lifecycle governance, improve reporting accuracy, and support automation across ITSM, ITOM, and IRM use cases-while remaining backward compatible with legacy CMDB data.

NEW QUESTION: 19

A retail organization needs to ensure that incidents affecting customer-facing services are resolved quickly to reduce potential revenue loss. Which CSDM attribute is used to prioritize these services?

- A. Assignment Group on the CI record
- B. Business Criticality in the Service Offering
- C. Service classification in the Technical Service
- D. Affected CIs in the Incident record

Answer: B (LEAVE A REPLY)

Business Criticality in the Service Offering is the correct CSDM attribute because the requirement is prioritization based on business impact. Customer-facing services that affect revenue should be modeled and prioritized according to their business importance, not only by technical ownership or affected infrastructure. In CSDM, Service Offerings represent consumable versions of services and can carry important business context such as audience, availability expectations, and criticality. Business Criticality helps Incident, Change, and operational teams understand which services require faster response because disruption would

create greater business or customer impact. Assignment Group is used for routing work, not determining service priority. Service classification in a Technical Service describes the nature of a technical service, not customer-facing business impact. Affected CIs identify technical scope, but they do not directly express revenue or business criticality. Therefore, Business Criticality in the Service Offering is the correct prioritization attribute.

NEW QUESTION: 20

A CMDB Administrator group wants 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 used to configure recommended fields and generate task records when these fields are missing?

- A. CMDB Workspace and Scheduled Jobs
- B. CI Class Manager and Health Preferences
- C. Technical Service Offerings and Dynamic CI Groups
- D. Dynamic CI Groups and CMDB Groups

Answer: B ([LEAVE A REPLY](#))

CI Class Manager is used to configure class-level health requirements, including attributes designated as required or recommended for a selected CI class. The administrator can identify Support Group and Managed By Group as recommended attributes for the Linux Server class. Recommended fields provide operational and diagnostic value even when they are not technically mandatory for inserting a CI. Health Preferences control how CMDB Health findings are processed, including task-generation behaviour for CIs that fail applicable health conditions. Once the health calculations identify operational Linux servers with missing recommended values, remediation tasks can be generated and assigned for corrective action. The guide confirms that task behaviour for unhealthy CIs is governed through the relevant health metric configuration rather than through the dashboard itself. Technical Service Offerings and Dynamic CI Groups can populate and synchronize group values, but they are not the modules used to define recommended-field health checks and generate health tasks. Therefore, B is correct.

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NEW QUESTION: 21

A development team is working on a project where an application will be deployed to many servers. There are several security requirements that must be checked to adhere to lawful regulatory compliance because the application will be holding customer personal data (PII and PCI).

Where in the CSDM should the development team store the information that will be used to satisfy audits?

- A. Technology Management Service Offerings (Technical Service Offerings) and Groups
- B. Business Applications and Information Objects
- C. Customer Service Offerings and Databases

Answer: B ([LEAVE A REPLY](#))

Within the Common Service Data Model (CSDM), regulatory, security, and compliance-related information--especially for PII and PCI--must be modeled at the business and information level, not at the infrastructure or service offering level. The correct location for this data is Business Applications combined with Information Objects. Business Applications represent the logical applications that support business capabilities and processes. Since compliance obligations (such as GDPR, PCI-DSS, or HIPAA) are assessed based on how the business uses data--not how many servers host the application--this is the correct anchor point for audit-relevant context. Information Objects are explicitly designed to capture what data is processed, stored, or transmitted by an application, including data classifications such as PII, PCI, PHI, or confidential business data. They allow organizations to document regulatory scope, retention rules, encryption requirements, and audit controls without overloading CI records or polluting infrastructure classes.

NEW QUESTION: 22

Some steps need to be taken to transition from using legacy CMDB status attributes to CSDM lifecycle objects. Drag and drop the objects / attributes to the correct descriptions.

life_cycle_stage_status
life_cycle_object
life_cycle_mapping
life_cycle_stage

Answer Area	
	This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
	This is a record attribute that reflects a meta-level state of the record lifecycle.
	This is a record attribute that reflects a sub-level state of the record lifecycle.
	This table uses the type of CI (hardware, document, logical, etc.) to determine which sub-level life cycle state values are available.

Answer:

life_cycle_stage_status
life_cycle_object
life_cycle_mapping
life_cycle_stage

Answer Area	
life_cycle_mapping	This table is pre-populated with mappings for legacy status value based on its table, to the best-fit CSDM life-cycle value pair.
life_cycle_stage	This is a record attribute that reflects a meta-level state of the record lifecycle.
life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the record lifecycle.
life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) to determine which sub-level life cycle state values are available.

Explanation:

Object / Attribute	Correct Description
life_cycle_mapping	This table is pre-populated with mappings for legacy status values; based on this table, legacy values are mapped to the best-fit CSDM lifecycle value pair.
life_cycle_object	This table uses the type of CI (hardware, document, logical, etc.) to determine which sub-level lifecycle state values are available.
life_cycle_stage	This is a record attribute that reflects a meta-level state of the record lifecycle.
life_cycle_stage_status	This is a record attribute that reflects a sub-level state of the record lifecycle.

When transitioning to CSDM-aligned lifecycle management, ServiceNow introduces a structured lifecycle framework that separates high-level intent from detailed operational state. Life Cycle Stage represents the macro phase of a CI's existence (for example: Plan, Build, Deploy, Operate, Retire). Life Cycle Stage Status refines that phase with granular, sub-level states that vary by CI type. Life Cycle Object determines which lifecycle stages and statuses apply, based on what kind of CI is being managed (hardware, application, document, etc.). Life Cycle Mapping ensures a safe transition from legacy status fields by translating existing values into standardized CSDM lifecycle values-avoiding data loss or process disruption. Together, these objects enable consistent lifecycle governance, improve reporting accuracy, and support automation across ITSM, ITOM, and IRM use cases-while remaining backward compatible with legacy CMDB data.

NEW QUESTION: 23

The CMDB Configuration Management team wants to manage de-duplication tasks generated from data ingested into the CMDB via the Identification and Reconciliation Engine (IRE). In which area of the CMDB Workspace can they locate these de-duplication tasks?

- A.** Important actions tile under the Home tab
- B.** CMDB feature adoption tile under the Insights tab
- C.** Total status under the My Work tab

Answer: C ([LEAVE A REPLY](#))

In ServiceNow, de-duplication tasks generated by the Identification and Reconciliation Engine (IRE) are operational governance tasks that require action by CMDB administrators or data owners. These tasks are surfaced in a role-based and actionable manner to ensure they are addressed promptly.

Within the CMDB Workspace, such tasks are accessed via the My Work tab, specifically under the Total status section. This area consolidates all actionable CMDB-related work items assigned to the user or their groups, including duplicate CI remediation tasks, data certification tasks, attestation requests, and lifecycle governance actions generated by CMDB Data Manager and IRE processes.

NEW QUESTION: 24

A Configuration Manager notices that the CMDB Health Dashboard Completeness Key Performance Indicator is low.

What can the Configuration Manager do to obtain a KPI that represents only CIs that are managed?

- A.** Nothing; the health score is calculated for the entire CMDB.
- B.** Create a business rule to filter the CMDB Health results.
- C.** Configure Health Inclusion Rules for the relevant CI classes.

Answer: C ([LEAVE A REPLY](#))

Health Inclusion Rules determine which CI records are included in CMDB Health calculations. Health Inclusion Rules The Configuration Manager can configure conditions for the relevant CI classes so that only managed, operationally relevant, or management-ready CIs contribute to the Completeness KPI.

For example, an inclusion rule can limit the calculation based on lifecycle stage, operational status, environment, discovery source, or another class attribute that identifies managed CIs. This prevents unmanaged, retired, transitional, or incomplete populations that are not yet under governance from distorting the organization's health score.

A custom business rule is unnecessary and would introduce avoidable customization and maintenance effort.

The score also does not have to include the entire CMDB because each health metric can have a separately controlled evaluation scope. Therefore, configuring Health Inclusion Rules i

NEW QUESTION: 25

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

Audit
Duplicate
Orphan
Recommended
Required
Stale

Answer Area

CMDB records that represent the same physical or logical asset multiple times

Fields necessary to create or update a CI record in the CMDB

CMDB records that no longer maintain their logical or physical relationships with other CIs

CMDB records that are no longer actively updated, but remain stored in the database

Fields that support the accuracy, completeness, and usability of CI records in the CMDB

Actual values of specified fields are compared to the expected values defined in a template

Answer:

Audit		
Duplicate	Duplicate	CMDB records that represent the same physical or logical asset multiple times
Orphan	Required	Fields necessary to create or update a CI record in the CMDB
Recommended	Orphan	CMDB records that no longer maintain their logical or physical relationships with other CIs
Required	Stale	CMDB records that are no longer actively updated, but remain stored in the database
Stale	Recommended	Fields that support the accuracy, completeness, and usability of CI records in the CMDB
	Audit	Actual values of specified fields are compared to the expected values defined in a template

Explanation:

CMDB records that represent the same physical or logical asset multiple times	Duplicate
Fields necessary to create or update a CI record in the CMDB	Required
CMDB records that no longer maintain their logical or physical relationships with other CIs	Orphan
CMDB records that are no longer actively updated, but remain stored in the database	Stale
Fields that support the accuracy, completeness, and usability of CI records in the CMDB	Recommended
Actual values of specified fields are compared to the expected values defined in a template	Audit

- * 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: 26

A CMDB Configuration Manager is reviewing the metrics on the CMDB Health Dashboard -- Correctness Scorecard for the Server class, which consists of 60,000 servers in the CMDB.

For the Duplicate metric, it shows Healthy CIs / Evaluated = 59,000 / 60,000 For the Orphan metric, it shows Healthy CIs / Evaluated = 45,000 / 50,000 Which configuration explains the difference in the scope of Server CIs evaluated (60,000 vs 50,000) between the two metrics?

A. The Orphan metric has a CMDB Group configured for the Server class

B. The Orphan metric has a Health Inclusion rule configured for the Server class

C. The Duplicate metric has a Health Inclusion rule configured for the Server class

D. The Duplicate metric has a CMDB Group configured for the Server class

Answer: B ([LEAVE A REPLY](#))

In ServiceNow, each CMDB Health metric can independently define which CIs are in scope for evaluation. This scoping is controlled primarily through Health Inclusion Rules, not CMDB Groups.

In this scenario, the Duplicate metric evaluates all 60,000 Server CIs, indicating no inclusion rule is restricting its scope. In contrast, the Orphan metric evaluates only 50,000 Server CIs, which means 10,000 servers are intentionally excluded from that metric's evaluation.

This difference is explained by a Health Inclusion rule configured specifically for the Orphan metric on the Server class. Health Inclusion rules allow administrators to define conditions--such as lifecycle state, environment, discovery source, or operational status--that determine whether a CI should be included in a specific health calculation. For example, retired servers or servers in build states may be excluded from orphan checks.

CMDB Groups are not used by the CMDB Health Engine to determine metric scope; they are used for reporting, assignment, and operational grouping. Therefore, Options A and D are incorrect. Option C is also incorrect because the Duplicate metric clearly evaluates the full population of 60,000 servers.

NEW QUESTION: 27

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources.

The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources. The company currently does not have the ITOM Discovery license required for CMDB 360 / Multisource CMDB.

What can the Data Owner do in this case?

A. ITOM Discovery must be purchased to take advantage of multisource IRE rules

B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled

C. CMDB 360 / Multisource is a platform product that can be used immediately

Answer: B ([LEAVE A REPLY](#))

The Identification and Reconciliation Engine (IRE) is a core platform capability in ServiceNow and does not require CMDB 360 / Multisource CMDB to function. Even without the ITOM Discovery license, organizations can still define and use IRE reconciliation rules across multiple data sources.

IRE rules are source-aware and can evaluate attributes based on source precedence, regardless of whether CMDB 360 is enabled. CMDB 360 enhances visibility, governance, and monitoring of multiple sources, but it is not a prerequisite for reconciliation logic itself.

Option A is incorrect because purchasing ITOM Discovery is not mandatory to use multisource reconciliation. Option C is also incorrect because CMDB 360 / Multisource CMDB is a licensed add-on, not a universally available platform feature.

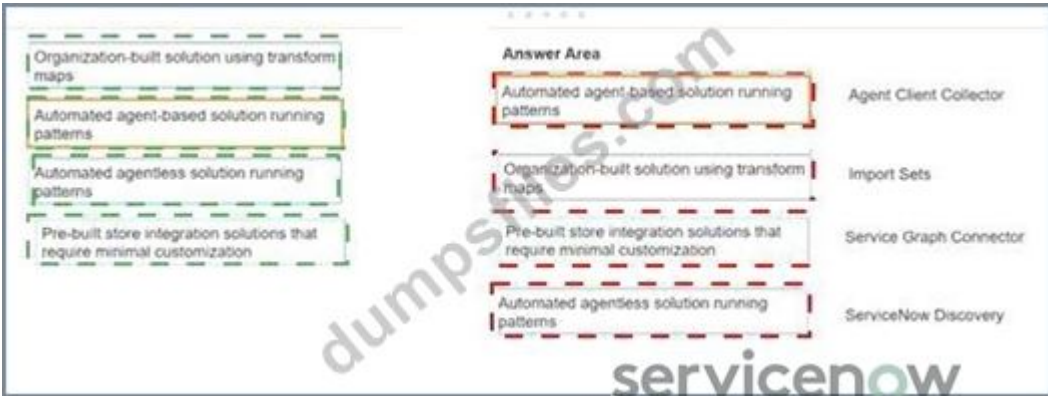
Therefore, the Data Owner can proceed by configuring IRE reconciliation rules directly, making Option B the correct answer.

NEW QUESTION: 28

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:

Agent Client Collector

Automated agent-based solution running patterns

Import Sets

Organization-built solution using transform maps

Service Graph Connector

Pre-built store integration solutions that require minimal customization ServiceNow Discovery Automated agentless solution running patterns 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: 29

Drag and drop theCMDB Health Dashboard metricto the correctdescription.

	Answer Area
Audits	Use these to compare actual values with expected values
Duplicate CIs	Use of these should be minimized
Orphan CIs	Certain attribute values are not set, or relationships are missing
Recommended fields	Preferable for them to be populated, as they could be useful in troubleshooting issues
Required fields	Have not been updated and may be outdated
Stale CIs	Detected during identification and reconciliation and have associated base system remediation tools

Answer:

	Answer Area
Audits	Audits Use these to compare actual values with expected values
Duplicate CIs	Duplicate CIs Use of these should be minimized
Orphan CIs	Orphan CIs Certain attribute values are not set, or relationships are missing
Recommended fields	Recommended fields Preferable for them to be populated, as they could be useful in troubleshooting issues
Required fields	Required fields Have not been updated and may be outdated
Stale CIs	Stale CIs Detected during identification and reconciliation and have associated base system remediation tools

Explanation:

CMDB Health Metric	Description
Audits	Use these to compare actual values with expected values
Duplicate CIs	Use of these should be minimized
Orphan CIs	Certain attribute values are not set, or relationships are missing
Recommended fields	Preferable for them to be populated, as they could be useful in troubleshooting issues
Required fields	Detected during identification and reconciliation and have associated base system remediation tools
Stale CIs	Have not been updated and may be outdated

The CMDB Health Dashboard organizes data quality into practical, action-oriented metrics:

Audits validate correctness by comparing CI values against defined expectations (rules, policies, certifications).

Duplicate CIs represent redundant records and should be reduced to improve trust and reporting accuracy.

Orphan CIs lack required relationships or key context, limiting impact analysis and service visibility.

Recommended fields are not mandatory but add diagnostic value during incidents and problem investigations.

Required fields are enforced by the platform and closely tied to Identification & Reconciliation remediation.

Stale CIs signal aging data that no longer reflects the current environment.

This mapping aligns with CMDB Data Foundations best practices and how the Health Dashboard is designed to guide prioritization and remediation.

NEW QUESTION: 30

(Choose two options.)

A CMDB Administrator wants to educate the team about the actions that can be performed within CMDB Workspace.

Which actions can be initiated from CMDB Workspace?

- A. Remediate duplicate CI records
- B. Execute ServiceNow Discovery
- C. Create a new CMDB class
- D. Create a CMDB Data Manager certification policy

Answer: A,D (LEAVE A REPLY)

CMDB Workspace provides governed experiences for both duplicate remediation and CMDB Data Manager policy administration. Duplicate CI records can be investigated and remediated through the de-duplication dashboard in CMDB Workspace. This purpose-built interface centralizes duplicate identification, comparison, prioritization, and controlled remediation rather than forcing administrators to use generic task lists.

CMDB Data Manager is also available from the Management area of CMDB Workspace. An authorized administrator can create, publish, and manage policies, including certification policies that validate designated CI attributes and generate tasks for responsible users.

Discovery execution is performed through Discovery administration capabilities, not CMDB Workspace.

New class creation is performed through CI Class Manager rather than being one of the direct CMDB Workspace actions tested here. Therefore, A and D are correct.

=====

NEW QUESTION: 31

A Configuration Management team wants to confirm that all servers in the CMDB are correctly associated with their location. Which CMDB Data Manager policy type does the team create?

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

Answer: D ([**LEAVE A REPLY**](#)**)**

The correct answer is Certification because the team is validating a specific CI attribute or relationship: whether each server is correctly associated with its location. Data Certification is used when assigned users must review and validate specific field values on CI records, such as location, support group, lifecycle status, environment, or ownership. If incorrect, the certifier can update or correct the data. Attestation would be correct only if the question asked users to confirm that the CI still exists or is still valid in general. This question is more precise: the location association must be confirmed, which is an attribute-level validation requirement. Delete, Archive, and Retire are lifecycle policy types used to remove, archive, or transition records, not validate field accuracy. Therefore, Certification is the correct CMDB Data Manager policy type.

=====

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NEW QUESTION: 32

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources. The Data Owner knows the best option is to includeCMDB 360 / Multisource CMDBto manage and monitor discovery sources. The company currentlydoes not have the ITOM Discovery licenserequired for CMDB 360 / Multisource CMDB. What can the Data Owner do in this case?

- A. CMDB 360 / Multisource is a platform product that can be used immediately
- B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled
- C. ITOM Discovery must be purchased to take advantage of multisource IRE rules

Answer: B ([**LEAVE A REPLY**](#)**)**

NEW QUESTION: 33

A Manager needs information on how to correctly establish relationships between Infrastructure CIs, Technology Management Offerings, Technical Service Offerings, and Application Services within the CMDB. Which CSDM domain would provide this information?

- A. Build and Integration
- B. Service Consumption
- C. Foundation
- D. Design and Planning
- E. Service Delivery

Answer: ([**SHOW ANSWER**](#)**)**

The correct answer is Service Delivery . In CSDM, the Service Delivery domain focuses on how services are technically delivered and operated. It includes the modeling of technical services, technical service offerings, application services, infrastructure CIs, and the relationships that connect them. The scenario specifically asks about Infrastructure CIs, Technology Management Offerings, Technical Service Offerings, and Application Services, which are all part of the technical operating model for delivering services. Foundation is used for base reference data such as locations, groups, companies, and users. Design and Planning focuses on business applications, capabilities, and planning artifacts. Service Consumption focuses on how consumers access and consume services. Build and Integration is associated with development and deployment activities. Because the question is about technical service relationships and operational service delivery, Service Delivery is the correct CSDM domain.

=====

NEW QUESTION: 34

A CMDB Administrator is reviewing the CMDB and notices that many Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and wants to resolve the issue quickly. What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A.** CMDB Data Foundations Dashboard Playbooks
- B.** CSDM Data Foundations Dashboard Playbooks
- C.** CMDB Health Dashboard Playbooks
- D.** CSDM Now Create Playbooks

Answer: A ([LEAVE A REPLY](#))

When data quality issues such as missing serial numbers threaten CMDB integrity and increase the risk of duplicates, ServiceNow provides prescriptive, step-by-step remediation guidance through the CMDB Data Foundations Dashboard Playbooks.

These playbooks are specifically designed to help administrators identify root causes, assess ingestion and governance gaps, and apply corrective actions using structured remediation plays (Analyze Data, Fix Data, Govern Data). For missing serial numbers, the playbooks guide teams to review Discovery patterns, identification rules, reconciliation sources, and governance controls to ensure authoritative data capture and prevention of future issues.

The CMDB Health Dashboard Playbooks focus on health scoring and metrics, not guided remediation. CSDM Data Foundations Dashboard Playbooks is not a distinct product naming; the correct construct is CMDB Data Foundations. Now Create Playbooks provide implementation project guidance, not operational troubleshooting for live data issues.

Therefore, the correct answer is A - CMDB Data Foundations Dashboard Playbooks, which are purpose-built to quickly troubleshoot and remediate CMDB data quality problems while aligning with best practices in ServiceNow.

NEW QUESTION: 35

What is the relationship between an Application and a Server?

- A.** Application > Used by::Uses > Server
- B.** Application > Uses::Used by > Server
- C.** Application > Runs::Runs On > Server
- D.** Application > Runs on::Runs > Server

Answer: ([SHOW ANSWER](#))

In Data Foundations (CMDB and CSDM), relationship modeling must reflect real operational dependency so that incident triage, change impact analysis, and service visibility remain accurate. When an Application is hosted on a Server, the standard hosting-style relationship used in CMDB relationship governance is expressed as "Runs on::Runs". This pairing represents the two directional descriptors of the same relationship type: from the application perspective it runs on the server, and from the server perspective it runs the application.

This matters because CMDB relationships are used by downstream capabilities (for example, dependency views, impact calculations, and governance rules). Using the correct out-of-box relationship descriptor pair ensures consistent reporting and prevents confusion when teams traverse relationships "upstream" and "downstream." In addition, relationship governance rules and inheritance are commonly built around standard relationship types; using the correct "Runs on::Runs" semantics supports validation across subclasses (for example, specific application and server subclasses) without requiring custom relationship definitions.

The other options are either reversed ("Runs::Runs On"), represent different semantics ("Uses::Used by"), or do not align with the typical hosting relationship naming used for application-to-server hosting dependencies.

Therefore, the correct relationship expression between an Application and a Server is Application > Runs on::
Runs > Server.

NEW QUESTION: 36

Where can a CMDB 360 / Multisource CMDB Saved Query be viewed and created in the CMDB Workspace?

- A. Coverage window on the CMDB 360 tab
- B. Saved queries window on the Insights tab
- C. CMDB Query Builder
- D. Saved queries window on the CMDB 360 tab

Answer: D ([LEAVE A REPLY](#))

In Data Foundations, "Insight" focuses on turning configuration data into actionable visibility.

CMDB 360 (often associated with Multisource CMDB capabilities) provides a guided experience in CMDB Workspace for exploring CI data and running queries across sources. Within this experience, Saved Queries are managed directly under the CMDB 360 area of CMDB Workspace because they are part of the CMDB 360 query-and-analysis workflow.

A CMDB 360 Saved Query is not the same as a generic CMDB Query Builder query created from classic navigation modules. The CMDB 360 experience typically uses a tile/window approach where users can view existing saved queries, create new queries, modify them, and run them to retrieve CMDB 360 data aligned to multisource reporting and analysis. Keeping saved queries on the CMDB 360 tab makes them easy to discover and reuse for repeatable insights (for example, coverage and source comparisons, CI data quality checks by source, and targeted investigation of records).

The Insights tab in CMDB Workspace is generally used to understand adoption and health- related insights about CMDB features, not as the primary location for creating CMDB 360 multisource saved queries.

"Coverage" is a specific lens/view and does not represent the saved- query creation workspace. "CMDB Query Builder" is a related capability, but the question explicitly asks where CMDB 360/Multisource Saved Queries are viewed and created in CMDB Workspace, which is the Saved queries window on the CMDB 360 tab.

NEW QUESTION: 37

Drag and Drop Question

A new ServiceNow customer is assembling a Configuration Management team to support their CMDB.

Drag each role to its corresponding job description.

CI Analyst

CMDB Process Owner

Configuration Manager/CMDB Admin

Service or Product Owner

Answer Area

Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards

Accountable for managing all elements that make up a portfolio throughout their entire lifecycle

Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records

Obtains highest level role for CMDB privileges

Answer:

	Answer Area CMDB Process Owner	Has read-only access to CMDB data and to basic user interface such as CMDB reports and dashboards
	Service or Product Owner	Accountable for managing all elements that make up a portfolio throughout their entire lifecycle
	CI Analyst	Manages assigned CI tables and keeps records updated and resolves tasks related to CMDB records
	Configuration Manager/CMDB Admin	Obtains highest level role for CMDB privileges

NEW QUESTION: 38

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery. During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A. Class Switch
- B. Class Downgrade
- C. Class Upgrade

Answer: (SHOW ANSWER)

In the CMDB class hierarchy, Server is a generic parent class, while Linux Server and Windows Server are more specific child classes. When ServiceNow Discovery detects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called a Class Upgrade.

A Class Upgrade occurs when a CI is reclassified down the hierarchy into a more specific subclass, enriching the record with additional attributes, behaviors, and discovery patterns appropriate to that class. This is a standard and expected behavior in mature CMDB implementations and aligns with Data Foundations best practices.

A Class Switch would imply lateral movement between unrelated classes, which is not what happens here. A Class Downgrade would move a CI from a specific class back to a more generic one, typically when discovery confidence is reduced--not the case in this scenario.

By performing class upgrades automatically, Discovery improves CMDB accuracy, reporting precision, and service mapping quality without manual intervention.

NEW QUESTION: 39

ACMDB Data Manager needs to access the ServiceNow platform to create, publish, and manage policies that automate and govern CI lifecycle operations, ensuring the CMDB remains healthy and efficient.

Where can the Data Manager do this?

- A. CMDB Workspace - CMDB 360 tab
- B. Service Operations Workspace
- C. CI Class Manager
- D. CMDB Workspace - Management tab

Answer: D (LEAVE A REPLY)

The CMDB Data Manager performs governance activities such as creating, publishing, and managing lifecycle policies (archival, certification, attestation, cleanup) to ensure long-term CMDB health. These activities are executed within the CMDB Workspace, specifically under the Management tab.

InServiceNow, theCMDB Workspace - Management tabis the centralized location for CMDB governance operations. From here, Data Managers can define policy logic, assign ownership, schedule execution, monitor outcomes, and manage remediation tasks generated by those policies.

Option A (CMDB 360 tab) focuses onvisibility and analysisof CI data and relationships, not policy authoring.

Option B (Service Operations Workspace) is used for operational response and service monitoring, not CMDB governance. Option C (CI Class Manager) is used to define class hierarchy and ownership, but it does not manage lifecycle policies.

Therefore, the correct location for CMDB Data Manager policy management isCMDB Workspace - Management tab, makingOption Dcorrect.

NEW QUESTION: 40

TheApache Web Server Identification Ruleis configured with the followingcriterion attributes:

Class

Configuration file

Version

The screenshot shows the 'Identifier Entry' form in ServiceNow. The header includes the ServiceNow logo and the text 'Identifier Entry' and 'sys_class_name,config_file,version'. The form contains the following fields and options:

- * Identifier: A text field containing 'cmdb_ci_apache_web_server'.
- * Search on table: A dropdown menu showing 'Apache Web Server'.
- * Criterion attributes: A button with a lock icon and the text 'Class, Configuration file, Version'.
- Priority: A text field containing '100'.
- Optional condition: Two buttons, 'Add Filter Condition' and 'Add "OR" Clause'.
- Below the buttons are three fields: '-- choose field --' (a dropdown), '-- oper --' (a dropdown), and '-- value --' (a text field).

Yesterday, anApache Web Server CIwas discovered as part ofService Mapping.

Today, the application ownerupgraded Apache to a different versionand reran discovery of the service.

What will happen in the CMDB?

- A. The existing Apache Web Server CI will be reconciled and its version will be updated.
- B. A new Apache Web Server CI is created.
- C. The Apache Web Server CI will be reclassified as a Web Server CI.
- D. A duplication error will occur.

Answer: B (LEAVE A REPLY)

This scenario hinges on how theIdentification and Reconciliation Engine (IRE) inServiceNowevaluatesidentification rules.

The identification rule for theApache Web Serverclass includesVersionas part of theidentifier criteria, along with Class and Configuration file. Identification rules must matchall criterion attributes exactlyfor an incoming record to be identified as an existing CI and reconciled.

Yesterday's discovery created an Apache Web Server CI with a specific version value. When Apache is upgraded and discovery is rerun, theVersion attribute changes. Because Version is part of the identifier, the incoming recordno longer matchesthe existing CI's identifier entry. As a result, the IREcannot identify the existing Clas the same configuration item.

When identification fails and no matching identifier entry is found, the IRE proceeds toinsert a new CI recordrather than updating the existing one. This behavior is intentional and protects the CMDB from incorrectly reconciling records that no longer meet identification criteria.

Option A is incorrect because reconciliation only occursafter successful identification.

Option C is incorrect because reclassification is unrelated to identification criteria.

Option D is incorrect because this is not an error condition; it is expected IRE behavior.

This example highlights abest practice caution:volatile attributes (such as Version)should generallynot be used as identifier attributes, as they can cause unintended CI duplication during upgrades.

NEW QUESTION: 41

Which type ofCMDB Data Manager policycreates tasks that allow the assigned individual touupdate fields on the CI record?

A. Audit

B. Certification

C. Attestation

D. Compliance

Answer: B (LEAVE A REPLY)

In CMDB governance, differentCMDB Data Manager policy typesserve different validation and enforcement purposes. When the objective is to allow an assigned individual toreview and update specific fields on a CI record, the correct policy type isCertification.

ACertification policycreates actionable tasks that require the assignee tovalidate and, if necessary, correct specific CI attributes, such as lifecycle status, support group, environment, or ownership. During certification, the user can directly update CI fields to bring the record into compliance with defined standards.

Attestation(Option C) only asks the user to confirm that a Cistill existsor is still valid; it does not require or enable attribute-level updates.Audit(Option A) is used for reporting and evidence collection, not remediation.

Compliance(Option D) measures adherence to rules but does not itself generate editable remediation tasks.

Certification is therefore the primary mechanism used whenhuman validation and correctionof CI data is required-making it a cornerstone of CMDB data quality management.

Hence, the correct answer isB - Certification.

NEW QUESTION: 42

A Configuration Manager wants to use the Unified Map.

Where would it be accessed?

A. CI Class Manager

B. CMDB Data Manager

C. CMDB Workspace

Answer: C (LEAVE A REPLY)

The Unified Map is a visualization capability used to understand service composition, dependencies, and relationships across CIs, Application Services, and infrastructure. In ServiceNow, the Unified Map is accessed through the CMDB Workspace.

CMDB Workspace serves as the central experience for CMDB operations, analytics, and visualization. From within the workspace, users can launch the Unified Map to explore how services are constructed, identify dependencies, and analyze impact--leveraging data from Discovery and Service Mapping.

NEW QUESTION: 43

A CMDB Administrator is working in the CI Class Manager on the Basic Info tab.

How can the class be set as a Principal Class?

A. Click the Principal Class UI Action button

- B.** Check the Principal Class check box
- C.** Select "Yes" from the Principal Class choice list

Answer: B ([LEAVE A REPLY](#))

A CI class is set as a Principal Class from the Basic Info tab in CI Class Manager by selecting the Principal Class check box. Principal Classes are important because they control which CI classes are treated as primary, operationally meaningful classes in CMDB processes and reference fields. For example, Principal Classes influence which CIs appear in key task fields such as Configuration Item fields on Incident, Change, and other ITSM records. This keeps users from selecting low-level or irrelevant child records when the business process expects a meaningful CI. There is no separate requirement to click a dedicated Principal Class UI Action, and it is not configured through a Yes/No choice list in this scenario. The Basic Info tab exposes the class-level property directly, so checking the Principal Class checkbox is the correct configuration action.

NEW QUESTION: 44

The Configuration Manager is preparing justification to utilize the CMDB Data Foundations Dashboard.

Which benefits align with the usage of this dashboard? (Choose 2 options)

- A.** It automates approval processes for Change Management
- B.** It provides actionable insights to improve data quality and completeness
- C.** It helps detect and eliminate duplicate records in the CMDB
- D.** It enables monitoring and tracking of CMDB health over time

Answer: ([SHOW ANSWER](#)**)**

The CMDB Data Foundations Dashboard is designed to provide visibility, insight, and guidance into the overall health of CMDB data. Its purpose is not to automate ITSM workflows, but to enable informed decision-making and continuous improvement of configuration data.

One of its primary benefits is providing actionable insights to improve data quality and completeness (Option B). The dashboard highlights gaps in CI attributes, missing relationships, and compliance issues, enabling CMDB administrators and data owners to take targeted corrective actions using Get Well Playbooks.

Another core benefit is enabling organizations to monitor and track CMDB health over time (Option D). The dashboard presents trends across health dimensions--completeness, correctness, and compliance--allowing teams to measure progress, justify investments, and demonstrate maturity improvements aligned to CSDM adoption stages.

NEW QUESTION: 45

A customer wants recently imported server records to be automatically reclassified into more specific CMDB classes after being discovered by ServiceNow Discovery.

During the discovery process, if existing Server records are reclassified into the Linux Server and Windows Server classes, which reclassification operation occurs?

- A.** Class Switch
- B.** Class Downgrade
- C.** Class Upgrade

Answer: ([SHOW ANSWER](#)**)**

In the CMDB class hierarchy, Server is a generic parent class, while Linux Server and Windows Server are more specific child classes. When ServiceNow Discovery detects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called a Class Upgrade.

A Class Upgrade occurs when a CI is reclassified down the hierarchy into a more specific subclass, enriching the record with additional attributes, behaviors, and discovery patterns appropriate to that class. This is a standard and expected behavior in mature CMDB implementations and aligns with Data Foundations best practices.

A Class Switch would imply lateral movement between unrelated classes, which is not what happens here. A Class Downgrade would move a CI from a specific class back to a more generic one, typically when discovery confidence is reduced-not the case in this scenario.

By performing class upgrades automatically, Discovery improves CMDB accuracy, reporting precision, and service mapping quality without manual intervention.

Therefore, the correct answer is C - Class Upgrade.

NEW QUESTION: 46

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. Analyze Data
- C. Report Data
- D. Govern Data

Answer: A,D (LEAVE A REPLY)

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.

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NEW QUESTION: 47

A CMDB Administrator is using the Duplicate CI Remediator to address a de-duplication task. On the first tab of the wizard, the Main CI is selected.

Which attributes are used to identify the Main CI? (Choose two)

- A. Oldest Created
- B. Most Related Items
- C. Newest Created
- D. Least Related Items

Answer: (SHOW ANSWER)

In ServiceNow, the Duplicate CI Remediator is a governed tool designed to safely resolve duplicate Configuration Items while preserving the most valuable and authoritative record. The first step in the remediation wizard is identifying the Main CI, which will be retained after remediation.

ServiceNow uses two primary attributes to help determine the best candidate for the Main CI:

The oldest CI is often preferred because it typically has a longer operational history, may be referenced by historical incidents, changes, problems, or audits, and is more likely to be embedded in downstream processes and reports. Retaining the oldest CI helps avoid breaking historical references.

A CI with the most relationships (for example, links to applications, services, incidents, or other CIs) is generally the most valuable from a business and operational context perspective.

Preserving these relationships is critical for impact analysis, Change Management, and CSDM- aligned service modeling.

NEW QUESTION: 48

A CMDB CI Class Owner has been asked to change the icon for the UNIX Server class.

Which CI Class Manager tab can the owner use to change the icon for the class?

- A. Basic Info
- B. Suggested Relationships
- C. CI List

D. Attributes

Answer: A ([LEAVE A REPLY](#))

The correct answer is Basic Info because the class icon is a class-level property, not an attribute, relationship, or CI list configuration. In CI Class Manager, the Basic Info tab is where administrators manage core metadata for a CI class, including class name, label, description, table details, principal class settings, and visual representation such as the class icon. The Suggested Relationships tab is used to define or review recommended relationship patterns between CI classes. The CI List tab is used to view records belonging to the class. The Attributes tab is used to review or manage inherited and class-specific attributes. Since the question specifically asks where the UNIX Server class icon can be changed, the correct location is the Basic Info tab.

=====

NEW QUESTION: 49

An Enterprise Architect of a financial services company is working across the enterprise and wants to track their capabilities. Which CSDM 5 domain is used? (Choose 1 option)

A. Foundation

B. Build and Integration (Build)

C. Service Consumption (Sell/Consume)

D. Design and Planning (Design)

E. Service Delivery (Manage Technical)

Answer: ([SHOW ANSWER](#))

In CSDM version 5, enterprise-wide capability tracking is firmly positioned within the Design and Planning domain. This domain is specifically intended to support Enterprise Architecture, Portfolio Management, and Strategic Planning use cases, making it the correct choice for an Enterprise Architect working across the organization.

The Design and Planning (Design) domain focuses on answering "what the business needs and how it should be designed" before services are built or delivered. It includes core concepts such as Business Capabilities, Value Streams, Information Objects, Business Applications, and Architectural relationships. Business capabilities represent what an organization does to achieve its objectives, independent of organizational structure, technology, or implementation. This abstraction is essential for enterprise architects, especially in highly regulated industries like financial services, where strategic alignment and impact analysis are critical.

NEW QUESTION: 50

A Configuration Manager has configured multiple data sources that are all authorized to update the same class and the same set of class attributes in the CMDB.

What can the Configuration Manager do to control which data source should be the authoritative source of truth for a specific class or set of class attributes?

A. Assign a priority to each data source in reconciliation rules

B. Manually run the data source updates in the correct order

C. Configure data refresh rules with a specific time period

D. Assign a run order to each data source in the identification rules

Answer: ([SHOW ANSWER](#))

In ServiceNow, controlling source precedence when multiple authorized data sources update the same CI attributes is a core responsibility of Identification and Reconciliation Engine (IRE) governance.

The correct and supported method is to assign priority to each data source in reconciliation rules.

Reconciliation rules determine which source wins when multiple sources attempt to update the same attribute on a CI. By defining source precedence, the Configuration Manager ensures that the most authoritative system of record (for example, Discovery over manual imports, or HR systems over spreadsheets) consistently controls specific attributes or classes.

NEW QUESTION: 51

A customer has Asset Management and Configuration Management processes and wants to ensure that lifecycle information remains synchronized between assets and CIs.

The CMDB Administrator updates the Hardware Status field on a CI.

Which field is automatically synchronized on the associated Asset record?

A. State

- B. Substate
- C. Asset tag
- D. Installed

Answer: A ([LEAVE A REPLY](#))

For a hardware item that has both a CI record and an associated Asset record, ServiceNow maintains alignment between corresponding lifecycle fields. When the Hardware Status value changes on the CI, the related high-level lifecycle value on the Asset is synchronized through the State field.

The Asset State field represents the asset's broad lifecycle condition, such as In Stock, In Use, In Maintenance, Missing, or Retired. A Substate provides a more detailed qualification of a State and is not the direct field requested by this Hardware Status update. The Asset tag is an identifying inventory value, while Installed is a date-related field; neither represents the corresponding lifecycle state.

The Data Foundations guide explains that the platform uses Asset-to-CI and CI-to-Asset synchronization logic so that updates made from either operational Configuration Management or financial and lifecycle Asset Management remain aligned. This prevents conflicting status information, inaccurate reports, and incorrect lifecycle decisions. Therefore, the associated Asset's State field is automatically synchronized.

NEW QUESTION: 52

A CMDB Administrator wants to improve data quality related to the CSDM.

Which action should the Administrator take to meet this goal?

- A. Use the CSDM Data Foundations Dashboard
- B. Start the ServiceNow Health Scan
- C. Use the default configured CMDB Health Dashboard

Answer: A ([LEAVE A REPLY](#))

To specifically improve data quality related to CSDM, the most effective and prescribed action is to use the CSDM Data Foundations Dashboard. In ServiceNow, this dashboard is purpose-built to assess and improve CSDM alignment, not just general CMDB hygiene.

The CSDM Data Foundations Dashboard focuses on service modeling readiness, highlighting gaps such as missing service ownership, incomplete relationships between Business Applications and Application Services, unmanaged services, and misaligned lifecycle states. It provides Get Well Playbooks that guide administrators through structured remediation using Analyze Data, Fix Data, and Govern Data plays--directly tied to CSDM outcomes.

NEW QUESTION: 53

A Configuration Management Governance team is transitioning from utilizing legacy CMDB status fields to CSDM lifecycle status fields.

Which table can be modified?

- A. Life Cycle Stages
- B. Life Cycle Mapping
- C. Life Cycle Stage Status
- D. Life Cycle Controls

Answer: B ([LEAVE A REPLY](#))

When organizations transition from legacy CMDB status fields (such as custom install status or operational status values) to CSDM-aligned lifecycle status fields, the goal is to map old values to standardized lifecycle stages without disrupting existing processes. In ServiceNow, this is achieved through the Life Cycle Mapping table.

The Life Cycle Mapping table is specifically designed to translate legacy or custom status values into CSDM lifecycle stages and statuses. This allows organizations to preserve historical data and integrations while progressively adopting CSDM standards. By modifying this table, administrators can define how existing status values correspond to CSDM lifecycle stages such as Plan, Build, Deploy, Operate, and Retire.

The Life Cycle Stage table (Option A) defines the standard stages themselves and should not be modified, as these are core to CSDM governance. Life Cycle Stage Status (Option C) defines valid statuses within a stage and is also part of the standardized model. Life Cycle Controls (Option D) enforce governance rules but do not perform value translation.

Therefore, to safely transition from legacy status fields to CSDM lifecycle statuses, the correct and supported approach is to modify the Life Cycle Mapping table, making Option B the correct answer.

NEW QUESTION: 54

A Business Relationship Manager in an organization wants to implement Service Portfolio Management (SPM) and present offerings to business consumers. Which CSDM domain does this align with?

- A.** Design and Planning
- B.** Build and Integration
- C.** Service Delivery
- D.** Service Consumption

Answer: D ([LEAVE A REPLY](#))

The correct answer is Service Consumption. Service Portfolio Management focuses on defining, organizing, and presenting services and offerings to business consumers. In CSDM, this aligns with the Service Consumption, or Sell/Consume, domain. This domain explains how business-facing services and offerings are made available to users, departments, locations, or customer groups. Design and Planning is concerned with strategic planning objects such as Business Applications, Business Capabilities, and Information Objects.

Build and Integration focuses on development and delivery pipelines. Service Delivery focuses on the technical operation and management of services. Since the scenario is about presenting offerings to business consumers through Service Portfolio Management, it clearly belongs to Service Consumption.

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NEW QUESTION: 55

A CMDB Administrator is reviewing the health of the CMDB and notices a large percentage of the Hardware CIs are missing serial numbers. The Administrator is concerned this may cause duplicate CIs and would like to resolve the issue in a timely manner.

What structured guidelines provided by ServiceNow are available to troubleshoot and resolve the issue?

- A.** CSDM Now Create Playbooks
- B.** CMDB Health Dashboard Playbooks
- C.** CMDB Data Foundations Dashboard Playbooks
- D.** CSDM Data Foundations Dashboard Playbooks

Answer: ([SHOW ANSWER](#))

In Data Foundations, "Insight" includes using dashboards and guided remediation to identify and fix issues that degrade CMDB trust. Missing serial numbers on Hardware CIs is a high-risk data quality issue because serial number is commonly used as a key identifier for uniqueness. When it is missing, identification and reconciliation become less reliable, increasing the likelihood of duplicate CI creation from Discovery, integrations, or manual entry.

ServiceNow provides structured, prescriptive guidance through the CMDB Data Foundations Dashboard Playbooks. These playbooks are designed specifically to help administrators move from a dashboard finding (for example, low uniqueness or incomplete key identifiers) to a repeatable remediation approach. They typically guide you to: confirm the scope of impacted CI classes, validate which sources should populate serial number (Discovery, integrations, import sets, vendor feeds), verify mapping and transformation logic, and then remediate existing records while putting controls in place to prevent recurrence.

Option B focuses on CMDB Health Dashboard guidance, which is helpful for health scoring and rules, but the question explicitly references a data foundations-type remediation need tied to data completeness of key identifiers and timely resolution using structured guidelines. Options A and D are CSDM-focused and do not directly address CI identifier population and duplication risk in the CMDB ingestion context. Therefore, the structured guidelines to troubleshoot and resolve missing serial numbers in a Data Foundations context are the CMDB Data Foundations Dashboard Playbooks.

NEW QUESTION: 56

Which are business values of CMDB? (Choose two.)

- A.** Automating maintenance for CI relationships
- B.** Collecting and managing financial data
- C.** Streamlining incident and change management
- D.** Strengthening operational resiliency

Answer: ([SHOW ANSWER](#))

A CMDB delivers business value when it enables better outcomes across IT and enterprise service delivery- especially when aligned with CSDM so services, offerings, and supporting technology are connected in a consumable model. Two major business values are improved operational execution and improved business continuity.

Option C is a direct business value: a trusted CMDB improves incident and change management by providing accurate CI details, relationships, and service context. This supports faster triage and assignment, better prioritization, and higher-quality impact analysis for changes. When incidents and changes are informed by dependable configuration data, organizations reduce downtime, avoid unnecessary escalations, and make safer change decisions-benefits that the business experiences as higher service quality and fewer disruptions.

Option D is also a core business value: CMDB strengthens operational resiliency by enabling clearer dependency understanding and faster response to failures. Resiliency improves when teams can quickly identify what's impacted, understand upstream/downstream relationships, and plan mitigation steps using known service-to-technology mappings. In regulated or mission-critical environments, this translates into better continuity, reduced risk exposure, and improved compliance reporting.

Option A can be beneficial, but it is more of a technical/operational mechanism than a primary "business value" statement in Data Foundations framing. Option B is primarily the domain of IT Asset Management and financial systems; while CMDB can relate to assets, it is not the system of record for financial management.

Hence, the best two business values are streamlining incident and change management and strengthening operational resiliency.

NEW QUESTION: 57

Which ServiceNow solutions automatically create relationships between CI Applications that are part of an Application Service?

(Choose 2 options)

- A.** Discovery
- B.** Event Management
- C.** Data Manager
- D.** Service Mapping
- E.** IntegrationHub ETL

Answer: A,D ([LEAVE A REPLY](#))

Discovery and Service Mapping are the correct answers because both capabilities can automatically create CMDB relationships that support Application Services. ServiceNow Discovery identifies infrastructure, applications, running processes, and dependencies in the environment. During discovery, it can create technical relationships between discovered CIs, such as servers, applications, databases, and other supporting components. Service Mapping extends this further by building application service topology, identifying how application components interact, and creating the relationship model that connects CIs into an Application Service. These relationships are essential for impact analysis, change risk assessment, incident correlation, and service-aware operations. Event Management does not create application-service CI relationships; it correlates operational events and alerts. Data Manager governs lifecycle, attestation, certification, archival, retirement, and deletion policies, but it does not discover application topology. IntegrationHub ETL can ingest and transform external CMDB data, but it does not automatically discover service relationships in the same way Discovery and Service Mapping do. Therefore, Discovery and Service Mapping are the ServiceNow solutions that automatically create these relationships.

NEW QUESTION: 58

A CMDB Administrator has built a number of Technology Management Service Offerings (Technical Service Offerings) based on Dynamic CI Groups to better maintain group alignment for the member CIs.

Which groups are synced to CIs from the offering that has a relationship to a Dynamic CI Group?

(Choose 2 options)

- A.** Approval Group
- B.** Managed by Group
- C.** Owned by Group
- D.** Support Group

Answer: B,D ([LEAVE A REPLY](#))

In ServiceNow, Dynamic CI Groups are a core Data Foundations capability used to automatically manage CI membership based on rules rather than manual maintenance. When Technology Management Service Offerings (Technical Service Offerings) are related to Dynamic CI Groups, ServiceNow uses those relationships to synchronize operational support attributes to the member CIs.

The two CI attributes that are intentionally designed to sync in this model are the Managed by Group and the Support Group. These groups directly influence operational ownership and support routing, which is why they are automatically aligned when Dynamic CI Groups are used.

This ensures that incidents, changes, problems, and operational tasks are routed consistently as CI membership changes over time.

The Support Group defines who provides day-to-day operational support and is critical for Incident and Request Management workflows. The Managed by Group represents the team responsible for the technical lifecycle and operational health of the CI. Synchronizing these attributes eliminates manual updates and reduces misrouted tickets, which is a key goal of Configuration Management maturity.

NEW QUESTION: 59

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 [cmdb_ci_app_server] and the Application table [cmdb_ci_appl] ?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 60

The CMDB Administrator group seeks to filter specific CI classes that display on the CMDB Health Dashboard. This ensures that only relevant data is displayed, excluding items that are not ready for management.

Which feature can the group utilize to achieve this goal?

- A.** Health Inclusion Rules
- B.** Identification Rules
- C.** Reconciliation Rules
- D.** Data Refresh Rules

Answer: A ([LEAVE A REPLY](#))

Health Inclusion Rules are used to control which CI records are included in CMDB Health calculations and dashboard display. This is exactly what the question requires: filtering specific CI classes or CI populations so that only relevant and management-ready data contributes to health reporting. Identification Rules are used by the Identification and Reconciliation Engine to determine whether an incoming CI matches an existing CI or should create a new record. Reconciliation Rules control which data source can update specific attributes.

Data Refresh Rules are not the correct CMDB Health scoping mechanism. Health Inclusion Rules allow organizations to exclude irrelevant, transitional, retired, unmanaged, or not-yet-ready CIs from health scoring so the dashboard reflects meaningful and actionable data. Therefore, A is correct.

NEW QUESTION: 61

TheApache Web Server Identification Ruleis configured with the followingcriterion attributes:

Class

Configuration file

Version

Identifier Entry
sys_class_name.config_file.version

* Identifier: cmdb_ci_apache_web_server

* Search on table: Apache Web Server

* Criterion attributes: Class, Configuration file, Version

Priority: 100

Optional condition: Add Filter Condition Add "OR" Clause

-- choose field -- -- oper -- -- value --

Yesterday, an Apache Web Server CI was discovered as part of Service Mapping.

Today, the application owner upgraded Apache to a different version and reran discovery of the service.

What will happen in the CMDB?

- A. The existing Apache Web Server CI will be reconciled and its version will be updated.
- B. A new Apache Web Server CI is created.
- C. The Apache Web Server CI will be reclassified as a Web Server CI.
- D. A duplication error will occur.

Answer: B (LEAVE A REPLY)

This scenario hinges on how the Identification and Reconciliation Engine (IRE) in ServiceNow evaluates identification rules.

The identification rule for the Apache Web Server class includes Version as part of the identifier criteria, along with Class and Configuration file. Identification rules must match all criterion attributes exactly for an incoming record to be identified as an existing CI and reconciled.

Yesterday's discovery created an Apache Web Server CI with a specific version value. When Apache is upgraded and discovery is rerun, the Version attribute changes. Because Version is part of the identifier, the incoming record no longer matches the existing CI's identifier entry. As a result, the IRE cannot identify the existing Class the same configuration item.

When identification fails and no matching identifier entry is found, the IRE proceeds to insert a new CI record rather than updating the existing one. This behavior is intentional and protects the CMDB from incorrectly reconciling records that no longer meet identification criteria.

Option A is incorrect because reconciliation only occurs after successful identification.

Option C is incorrect because reclassification is unrelated to identification criteria.

Option D is incorrect because this is not an error condition; it is expected IRE behavior.

This example highlights a best practice caution: volatile attributes (such as Version) should generally not be used as identifier attributes, as they can cause unintended CI duplication during upgrades.

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NEW QUESTION: 62

(Choose 2 options)

A CMDB Administrator is evaluating whether to monitor the metrics provided on the CMDB Data Foundations Dashboard.

Which benefits support the decision to continually monitor the results on this dashboard?

- A. Provides a list of all CIs that failed health audits
- B. Provides metrics on active CIs updated in the last 90 days
- C. Provides metrics for CIs processed by the Identification and Reconciliation Engine (IRE)
- D. Reports on all orphan CIs in the CMDB

Answer: B,C (LEAVE A REPLY)

The CMDB Data Foundations Dashboard in ServiceNow is intended to provide ongoing, trend-based visibility into how well the CMDB ingestion and maintenance processes are functioning—not just point-in-time issue lists. This is why continual monitoring of its metrics is valuable.

Option B is correct because tracking active CIs updated in the last 90 days provides a strong indicator of data freshness and operational relevance. A healthy CMDB should reflect recent updates from Discovery, integrations, and governed manual processes. Monitoring this metric over time helps organizations detect stagnation, discovery failures, or integration issues early.

Option C is also correct because metrics for CIs processed by the Identification and Reconciliation Engine (IRE) directly indicate the effectiveness and adoption of governed ingestion practices. Consistent IRE processing confirms that integrations are not bypassing identification rules, reducing duplicates and improving trust in CMDB data. Trending this metric helps validate Data Foundations maturity.

Option A is incorrect because the dashboard is not designed to provide exhaustive audit failure lists; those are handled through certification and remediation workflows. Option D is also incorrect because orphan CIs are a specific health condition surfaced via health rules and remediation tools, not a core benefit metric for continual dashboard monitoring.

Therefore, the correct answers are B and C.

NEW QUESTION: 63

A CMDB Administrator wants to remove all Linux Servers in the organization that have not been updated in six months.

Which recommended actions should the Administrator take in Data Foundations?

- A. Create a business rule
- B. Create an archive policy
- C. Create a scheduled job

Answer: B (LEAVE A REPLY)

Removing obsolete or inactive CIs from the CMDB must be handled carefully to avoid data loss, audit issues, and unintended operational impact. In ServiceNow, the recommended and governed approach is to use an archive policy.

Archive policies are designed to manage CI lifecycle cleanup based on defined conditions such as class, last updated date, lifecycle status, or operational state. In this scenario, the condition would target Linux Server CIs that have not been updated in six months. Archive policies can either archive or permanently delete records in a controlled, auditable manner, ensuring compliance with data retention and governance standards. Creating a business rule (Option A) is strongly discouraged for bulk CMDB cleanup because it introduces technical debt, upgrade risk, and unpredictable side effects. A scheduled job (Option C) may automate execution but lacks governance logic and lifecycle awareness on its own.

Archive policies integrate with CMDB Data Manager, provide visibility into actions taken, and support approval and rollback where appropriate. This aligns fully with Data Foundations best practices for maintaining a lean, accurate, and trusted CMDB.

Therefore, the correct and recommended action is B - Create an archive policy.

NEW QUESTION: 64

What is the relationship between an Application and a Server?

- A. Application > Used by::Uses > Server
- B. Application > Uses::Used by > Server
- C. Application > Runs::Runs On > Server

D. Application > Runs on::Runs > Server

Answer: D (LEAVE A REPLY)

In Data Foundations (CMDB and CSDM), relationship modeling must reflect real operational dependency so that incident triage, change impact analysis, and service visibility remain accurate. When an Application is hosted on a Server, the standard hosting-style relationship used in CMDB relationship governance is expressed as "Runs on::Runs". This pairing represents the two directional descriptors of the same relationship type: from the application perspective it runs on the server, and from the server perspective it runs the application.

This matters because CMDB relationships are used by downstream capabilities (for example, dependency views, impact calculations, and governance rules). Using the correct out-of-box relationship descriptor pair ensures consistent reporting and prevents confusion when teams traverse relationships "upstream" and "downstream." In addition, relationship governance rules and inheritance are commonly built around standard relationship types; using the correct "Runs on::Runs" semantics supports validation across subclasses (for example, specific application and server subclasses) without requiring custom relationship definitions.

NEW QUESTION: 65

Drag and drop the application service type to the best description.

Dynamic CI Group

Service Mapping (Connection Sugg

Service Mapping (Top-down)

Tag-Based

Answer Area

Answer Area

Recommended for mission-critical application services that require a precise approach using patterns

Best fit to map cloud-native, container-based, or virtual machine environments

Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner

Ideal for small application services that can be easily grouped using filters and CMDB queries

Answer:

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Recommended for mission-critical application services that require a precise approach using patterns

Best fit to map cloud-native, container-based, or virtual machine environments

Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner

Ideal for small application services that can be easily grouped using filters and CMDB queries

Explanation:

Service Mapping (Top-down) # Recommended for mission-critical application services that require a precise approach using patterns Tag-Based # Best fit to map cloud-native, container-based, or virtual machine environments Service Mapping (Connection Suggestions) # Ideal for custom-built applications and leverages application fingerprinting to generate service maps in a timely manner Dynamic CI Group # Ideal for small application services that can be easily grouped using filters and CMDB queries In Data Foundations (CMDB + CSDM), an Application Service should be created using an approach that balances accuracy, speed, and maintainability, because the service map becomes the foundation for impact analysis, service visibility, and operational workflows.

Service Mapping (Top-down) is best for mission-critical services because it uses structured entry points and patterns to precisely discover infrastructure, dependencies, and communication paths. This produces high-fidelity maps suitable for strict governance, controlled change, and reliable outage impact analysis.

Tag-Based mapping is best for cloud-native and dynamic environments (containers, elastic virtual machines, and cloud resources) because tags/labels are the most stable identifiers in rapidly changing estates. It aligns well with modern cloud governance where ownership, environment, and service affiliation are expressed through standardized tagging strategies.

Service Mapping (Connection Suggestions) fits custom-built applications because it leverages observed connection data and application fingerprinting to propose likely dependencies. This accelerates service map creation when traditional pattern-first modeling would take longer, helping teams reach usable service visibility faster while still allowing validation and refinement.

Dynamic CI Group is ideal for smaller services where a full discovered map may be unnecessary. It groups CIs using filters and CMDB queries, providing a lightweight way to define "what's in the service" for reporting, ownership, and basic impact without heavy mapping overhead.

NEW QUESTION: 66

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.

Enables logging for CMDB 360

Enables capturing CMDB 360 data for CIs from non-CMDB classes

Enables CMDB 360

Enables capturing CMDB 360 data for CIs from CMDB classes

Maximum number of CIs that can be included in a CMDB 360 recompute operation

Answer Area

glide.identification_engine.multisource_enabled

glide.identification_engine.multisource_cmdb_ci_enabled

glide.cmdb.logger.source.cmdb_multisource

glide.identification_engine.multisource_recompute_max_ci_limit

Answer:

Enables logging for CMDB 360

Enables capturing CMDB 360 data for CIs from non-CMDB classes

Enables CMDB 360

Enables capturing CMDB 360 data for CIs from CMDB classes

Maximum number of CIs that can be included in a CMDB 360 recompute operation

Answer Area

Enables CMDB 360

Enables capturing CMDB 360 data for CIs from CMDB classes

Enables logging for CMDB 360

Maximum number of CIs that can be included in a CMDB 360 recompute operation

glide.identification_engine.multisource_enabled

glide.identification_engine.multisource_cmdb_ci_enabled

glide.cmdb.logger.source.cmdb_multisource

glide.identification_engine.multisource_recompute_max_ci_limit

Explanation:

Functionality

Enables CMDB 360

Enables capturing CMDB 360 data for CIs from CMDB classes

Enables logging for CMDB 360

Maximum number of CIs that can be included in a CMDB 360 recompute operation

System Property

`glide.identification_engine.multisource_enabled`

`glide.identification_engine.multisource_cmdb_ci_enabled`

`glide.cmdb.logger.source.cmdb_multisource`

`glide.identification_engine.multisource_recompute.max_ci_limit`

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: 67

During a bulk import of user endpoint devices into the CMDB, Computer CI records are successfully populated with owner information in the Owned by [owned_by] field. The Asset Management team requires the same owner information to be synchronized automatically to the corresponding Asset records.

Which automated approach should a Configuration Analyst implement?

- A. Use the Asset-CI Field Mapping module to create a rule that replicates the Owned by value between the Computer CI and its associated Asset record.
- B. Use CI Class Manager to establish a parent-child relationship between the Computer and Asset classes.
- C. Configure a scheduled Transform Map or IntegrationHub ETL workflow to copy the Owned by value from Computer CIs to the Asset table.
- D. Implement a custom business rule on the Computer table to script the value into the related Asset record.

Answer: A (LEAVE A REPLY)

The Asset-CI Field Mapping capability is specifically designed to control synchronization between related Asset and CI records. The Configuration Analyst can create or configure a field-mapping rule so that the Computer CI's Owned by value is propagated to the corresponding Asset field through the platform's supported synchronization framework.

CI Class Manager controls CMDB class definitions and does not create parent-child inheritance between Asset and CI tables for field synchronization. A scheduled integration could copy the information, but it introduces unnecessary processing and delay when an out-of-box synchronization mechanism exists. A scripted business rule could also work technically, but it introduces custom code, maintenance effort, and upgrade risk.

Using Asset-CI Field Mapping provides a governed, supportable, and reusable configuration that keeps the operational CI and financial Asset perspectives aligned.

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NEW QUESTION: 68

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.

How will these improvements enhance the change management process? (Choose Two)

- A.** Ensures that no changes result in service downtime, regardless of planning or execution
- B.** Provides insight into the potential impact of the change
- C.** Automatically schedules and deploys changes without human review or approval
- D.** Enables auto-population of the assignment group field to dynamically route changes

Answer: B,D ([**LEAVE A REPLY**](#)**)**

A healthy and trusted CMDB that aligns with Data Foundations principles--covering accurate data ingestion, strong governance, and service-aware relationships--directly strengthens the insight available to Change Management. When discovered infrastructure data is integrated with well- maintained non-discoverable attributes (such as assignment groups, support groups, and ownership), the CMDB becomes a reliable source of truth for evaluating change risk and impact.

Option B is correct because Service Mapping establishes relationships between configuration items (CIs) and business services. This enables change practitioners to perform impact analysis, identifying which services, applications, and downstream components may be affected by a proposed change. Rather than relying on assumptions or tribal knowledge, change records can reference real dependency data, improving risk assessment, scheduling decisions, and stakeholder communication. This aligns directly with CSDM and CMDB best practices, where service context is essential for informed decision-making.

Option D is also correct because accurate, governed non-discoverable data--such as support and assignment groups--allows Change Management processes to dynamically route work. When a change is associated with a CI or service, the system can automatically populate the appropriate assignment group based on CMDB relationships. This improves efficiency, reduces manual errors, and ensures accountability across federated support models.

NEW QUESTION: 69

The Incident Process Owner asks which classes of CSDM are used on the Incident form. Which classes are appropriate?

- A.** Application Service
- B.** Business Application
- C.** Service Offering
- D.** Service Portfolio

Answer: A,C ([**LEAVE A REPLY**](#)**)**

In the Common Service Data Model (CSDM), the Incident form is designed to capture operational impact and enable effective incident routing, prioritization, and communication. To achieve this, CSDM prescribes using classes that represent how services are delivered and consumed, not how they are planned or governed.

Application Service (Option A) is an appropriate class on the Incident form because it represents the technical service that is running in production and is directly impacted during an incident. Application Services are service-mapped, relate to underlying infrastructure, and support impact analysis, root cause investigation, and automated assignment. This makes them ideal for associating incidents with technical outages or degradations.

Service Offering (Option C) is also appropriate because it represents how a service is consumed by users or business units. Service Offerings allow Incident Management to understand who is affected, enable targeted communications, and support SLA/OLA alignment. For example, an email service offering for a specific department clearly identifies the impacted consumer group.

Business Application (Option B) is not recommended on the Incident form. Business Applications are logical representations used for portfolio, ownership, and governance purposes, not day-to-day operational incident handling. Using them directly on incidents can reduce precision and automation.

Service Portfolio (Option D) is a strategic construct used for service lifecycle management and is never associated with operational incidents.

Therefore, according to CSDM best practices, the correct classes used on the Incident form are Application Service and Service Offering, making Options A and C the correct answers.

NEW QUESTION: 70

A CMDB Administrator needs insights into how the CMDB is configured according to ServiceNow- recommended practices.

Which should be used?

- A.** CMDB Data Foundations Dashboard

- B. CMDB Workspace
- C. CMDB Data Manager
- D. CMDB Health Dashboard

Answer: A ([LEAVE A REPLY](#))

The CMDB Data Foundations Dashboard is specifically designed to assess whether foundational CMDB configurations and data practices align with ServiceNow recommendations. It exposes gaps involving required attributes, ownership, relationships, identification practices, ingestion controls, and other foundational conditions.

The dashboard provides actionable metrics and connects deficient results to structured Get Well or remediation playbooks. These playbooks guide administrators through understanding the problem, identifying affected records and sources, correcting the data, and implementing controls that prevent recurrence.

CMDB Workspace is the broader operational interface. CMDB Data Manager governs CI lifecycle policies such as certification, attestation, retirement, archival, and deletion. The CMDB Health Dashboard calculates health dimensions such as completeness, correctness, and compliance, but it does not provide the same curated assessment of alignment with recommended Data Foundations practices.

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NEW QUESTION: 71

Multiple discovery sources (ServiceNow Discovery and a third-party tool) are creating duplicate Server CIs. What should you configure to prevent duplicates moving forward?

- A. Data Certification
- B. Identification Rules
- C. Business Rules
- D. Transform Map Coalesce

Answer: B ([LEAVE A REPLY](#))

The Identification Rule determines how CIs are uniquely identified. Proper identification criteria (e.g., serial number + hostname) prevents duplicate CI creation across sources via the IRE.

NEW QUESTION: 72

The CMDB Administrator has been asked to establish Configuration Management with a functional CMDB.

Which factor is most critical for successfully operationalizing the CMDB in ServiceNow?

- A. Establishing clear governance and continuously monitoring CMDB health
- B. Relying on automated discovery tools to maintain and update CMDB records
- C. Allowing IT teams to modify CMDB records as needed to promote flexibility in data management
- D. Populating the CMDB with as much data as possible to ensure a comprehensive inventory of CIs

Answer: A ([LEAVE A REPLY](#))

The correct answer is Establishing clear governance and continuously monitoring CMDB health . A functional CMDB is not achieved simply by loading large quantities of data or deploying discovery tools.

Operationalizing the CMDB requires ownership, standards, data policies, lifecycle controls, class governance, relationship governance, health monitoring, and remediation processes. Discovery is valuable, but without governance it can still create stale, incomplete, duplicated, or poorly related CI data. Allowing teams to freely modify CMDB records creates inconsistency and weakens trust. Populating the CMDB with as much data as possible is also a common failure pattern because excessive, unmanaged data reduces usability and increases maintenance effort. Data Foundations emphasizes trusted, governed, and actionable data.

Therefore, the most critical success factor is clear governance combined with continuous CMDB Health monitoring.

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NEW QUESTION: 73

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.

Certification Tasks	Answer Area	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:

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Duplicate CI Remediator		

Explanation:

Feature	Corresponding Outcome
Certification Tasks	Can be assigned to groups for resolving duplicate CIs
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: 74

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.

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. 8,192 MB
- C. 4,096 MB

Answer: B (LEAVE A REPLY)

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: 75

User endpoint devices are imported into the CMDB and populate the Assigned to [assigned_to] field on the Computer [cmdb_ci_computer] CI. The Asset team requests that Configuration Analysts populate the Assigned to field on the related Asset.

What action does a Configuration Analyst take to achieve this in an automated way?

- A. Hide the "Assigned to" field on the asset record and create a new field that dot-walks to the related CI to get the "Assigned to" value
- B. Configure a business rule on the computer table to use a script to populate the "Assigned to" field on the asset based on insert or update in the computer class "Assigned to" field
- C. Use the Asset CI Field Mapping module to create a new rule to replicate the "Assigned to" value between the asset and associated CI

Answer: (SHOW ANSWER)

Data Foundations strongly encourages using out-of-box synchronization mechanisms rather than custom scripting whenever possible, to reduce technical debt and improve upgrade safety. In this scenario, endpoint data is being ingested into the CI record, and the Asset team needs the corresponding Asset record kept in sync automatically for their asset management processes.

The recommended approach is to use Asset CI Field Mapping, which is designed specifically to map and synchronize fields between an Asset and its related CI. Creating or updating a mapping rule for "Assigned to" allows the platform to replicate the value in a controlled, supportable way without writing scripts. This approach aligns with best practices: standard configuration, clear governance, and minimal custom code.

Option B (a scripted business rule) can work technically, but it introduces maintenance risk, testing overhead, and potential upgrade fragility-exactly the kind of technical debt Data Foundations warns against when an OOTB capability exists. Option A (dot-walking) changes the user experience and does not truly populate the Asset field; it only displays a derived value and may not meet Asset team needs for reporting, exports, integrations, or lifecycle workflows that expect the Asset field to be set. Therefore, the best automated and best-practice solution is Asset CI Field Mapping.

NEW QUESTION: 76

Where can a CMDB 360 / Multisource CMDB Saved Query be viewed and created in the CMDB Workspace?

- A. Coverage window on the CMDB 360 tab
- B. Saved queries window on the Insights tab
- C. CMDB Query Builder
- D. Saved queries window on the CMDB 360 tab

Answer: D ([LEAVE A REPLY](#))

In Data Foundations, "Insight" focuses on turning configuration data into actionable visibility. CMDB 360 (often associated with Multisource CMDB capabilities) provides a guided experience in CMDB Workspace for exploring CI data and running queries across sources. Within this experience, Saved Queries are managed directly under the CMDB 360 area of CMDB Workspace because they are part of the CMDB 360 query-and-analysis workflow.

A CMDB 360 Saved Query is not the same as a generic CMDB Query Builder query created from classic navigation modules. The CMDB 360 experience typically uses a tile/window approach where users can view existing saved queries, create new queries, modify them, and run them to retrieve CMDB 360 data aligned to multisource reporting and analysis. Keeping saved queries on the CMDB 360 tab makes them easy to discover and reuse for repeatable insights (for example, coverage and source comparisons, CI data quality checks by source, and targeted investigation of records).

The Insights tab in CMDB Workspace is generally used to understand adoption and health-related insights about CMDB features, not as the primary location for creating CMDB 360 multisource saved queries.

"Coverage" is a specific lens/view and does not represent the saved-query creation workspace. "CMDB Query Builder" is a related capability, but the question explicitly asks where CMDB 360/Multisource Saved Queries are viewed and created in CMDB Workspace, which is the Saved queries window on the CMDB 360 tab.

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NEW QUESTION: 77

Which type of CMDB Data Manager policy creates tasks that allow the assigned individual to update fields on the CI record?

- A. Audit
- B. Certification
- C. Attestation
- D. Compliance

Answer: (SHOW ANSWER)

In CMDB governance, different CMDB Data Manager policy types serve different validation and enforcement purposes. When the objective is to allow an assigned individual to review and update specific fields on a CI record, the correct policy type is Certification.

A Certification policy creates actionable tasks that require the assignee to validate and, if necessary, correct specific CI attributes, such as lifecycle status, support group, environment, or ownership. During certification, the user can directly update CI fields to bring the record into compliance with defined standards.

NEW QUESTION: 78

What is the value of using the CMDB in security operations? (Choose Two)

- A. Allows the security team to assess and remediate an incident
- B. Auto-resolves a vulnerability
- C. Enables audits and attestations across CIs
- D. Identifies the IT infrastructure with a vulnerability

Answer: A,D ([LEAVE A REPLY](#))

The CMDB plays a critical role in security operations by providing trusted, structured insight into the organization's IT landscape. When built according to Data Foundations principles-accurate discovery, governed relationships, and alignment to CSDM-the CMDB becomes an essential enabler for security incident response and vulnerability management.

Option D is correct because the CMDB allows security teams to identify exactly which IT infrastructure components are affected by a vulnerability. By correlating vulnerability scan results with configuration items (CIs), security teams can determine whether an issue exists on a server, application, cloud resource, or network device-and understand where that CI sits within the broader service context. This eliminates blind spots and reduces time spent investigating unknown or unmanaged assets.

Option A is also correct because the CMDB supports assessment and remediation activities during security incidents. Once affected CIs are identified, the CMDB provides ownership, support group, environment, and service relationships. This enables security teams to quickly route remediation tasks to the correct resolver groups, assess business impact, and prioritize response based on service criticality. While the CMDB does not perform remediation itself, it enables informed and coordinated action.

Option B is incorrect because vulnerabilities are not auto-resolved by the CMDB; remediation requires human decision-making and execution through security, patching, or change processes. Option C, while related to governance and compliance use cases, is more aligned with GRC and audit functions rather than day-to-day security operations, making it less appropriate for this question.

In summary, the CMDB's primary value in security operations is visibility and actionable insight, enabling faster identification, assessment, and response to security threats.

NEW QUESTION: 79

A CMDB Administrator needs to import external data into the CMDB. To reduce the risk of creating duplicates and prevent updates from unauthorized sources, it must be ensured that the Identification and Reconciliation Engine (IRE) is not bypassed.

What is the recommended method to import data into the CMDB utilizing the Identification and Reconciliation API?

A. IntegrationHub ETL

B. Table API (REST API or SOAP API)

C. Import Sets and Transform Maps

Answer: A ([LEAVE A REPLY](#))

In ServiceNow, protecting CMDB data quality during ingestion is a core Data Foundations principle. The Identification and Reconciliation Engine (IRE) is designed to ensure that CI records are uniquely identified, merged correctly, and protected from unauthorized overwrites. Any ingestion method that bypasses IRE introduces a high risk of duplicates and data corruption.

IntegrationHub ETL is the recommended method because it is natively designed to work with the Identification and Reconciliation API. When properly configured, IntegrationHub ETL ensures that incoming data is processed through IRE, applying identification rules, reconciliation rules, and source precedence. This allows multiple data sources to coexist safely while maintaining CMDB integrity.

Option B (Table API) is explicitly discouraged for CMDB ingestion because it writes directly to CMDB tables and bypasses IRE entirely, making it one of the most common causes of duplicate and conflicting CI records. While REST and SOAP APIs are powerful, they are not safe for CMDB ingestion unless they explicitly invoke the IRE API, which most generic table integrations do not.

Option C (Import Sets and Transform Maps) can be configured to call IRE, but this requires additional scripting and strict governance. Because of this complexity and higher risk of misconfiguration, it is not the recommended approach when safer, purpose-built options exist.

Therefore, IntegrationHub ETL is the verified and best-practice answer, making Option A correct.

NEW QUESTION: 80

A Platform Data Owner wants to improve data quality with reconciliation rules across five discovery sources. The Data Owner knows the best option is to include CMDB 360 / Multisource CMDB to manage and monitor discovery sources. The company currently does not have the ITOM Discovery license required for CMDB 360 / Multisource CMDB.

What can the Data Owner do in this case?

A. ITOM Discovery must be purchased to take advantage of multisource IRE rules

B. The IRE reconciliation rules can use discovery sources regardless of CMDB 360 being enabled

C. CMDB 360 / Multisource is a platform product that can be used immediately

Answer: B ([LEAVE A REPLY](#))

The Identification and Reconciliation Engine (IRE) is a core platform capability in ServiceNow and does not require CMDB 360 / Multisource CMDB to function. Even without the ITOM Discovery license, organizations can still define and use IRE reconciliation rules across multiple data sources.

IRE rules are source-aware and can evaluate attributes based on source precedence, regardless of whether CMDB 360 is enabled. CMDB 360 enhances visibility, governance, and monitoring of multiple sources, but it is not a prerequisite for reconciliation logic itself.

NEW QUESTION: 81

A CMDB Manager is in the Crawl stage of the organization's CMDB journey and wants to follow the Common Service Data Model.

Which CSDM domains are addressed at this stage?

(Choose two options.)

A. Manage Technical Services

B. Sell/Consume

C. Foundation

D. Design

Answer: C,D ([LEAVE A REPLY](#))

The Crawl stage addresses the Foundation and Design domains. The Foundation domain establishes shared reference data and fundamental structures required by the rest of the service model, including organizations, locations, users, groups, products, and core CI information.

The Design domain introduces planning-level constructs such as Business Applications, Business Capabilities, Business Processes, and Information Objects. These records provide ownership, lifecycle, architecture, and portfolio context before the organization develops more advanced operational service models.

Manage Technical Services is addressed as the organization progresses into more mature technical service- delivery modelling, including Technical Services, Technical Service Offerings, Application Services, and their supporting CIs. Sell/Consume is associated with business-facing services, offerings, consumers, subscriptions, and service consumption.

Beginning with Foundation and Design ensures that the organization establishes trusted reference and planning data before implementing more complex operational and consumer-facing models.

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NEW QUESTION: 82

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

A. Attestation requires correcting specific attributes of a CI, while Data Certification tracks acknowledgement the CI still exists

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 tracks acknowledgement the CI still exists, while Data Certification requires validating specific attributes of a CI

Answer: D ([LEAVE A REPLY](#))

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: 83

Where can an administrator perform Natural Language Queries (NLQ)?

A. CMDB Health Dashboard

B. CMDB Workspace

- C. CI Class Manager
- D. CMDB Data Manager

Answer: B (LEAVE A REPLY)

In Data Foundations, the "Insight" topic is about making CMDB and service data easy to discover, understand, and use for operational decisions. Natural Language Queries (NLQ) support this by enabling admins and practitioners to ask questions in plain language (for example, finding specific CIs, services, or relationships) and quickly retrieve relevant results without navigating multiple tables and filters.

NLQ is performed in CMDB Workspace because CMDB Workspace is the primary user experience for exploring configuration data, visualizing relationships, and consuming insights from the CMDB in a guided way. It is designed as the central hub where CMDB users validate CI information, examine dependencies, and use workspace capabilities to troubleshoot and analyze.

NLQ fits naturally here: it accelerates discovery and analysis by reducing the need for advanced query building and manual report construction.

NEW QUESTION: 84

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 (LEAVE A REPLY)

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.

NEW QUESTION: 85

Using CI Class Manager, the Tomcat identification rule has the following criterion attributes configured:

- * Class
- * Install Directory

Which identifier entry configuration option must be checked to attempt a match using the Application identification rule if no match is found using the Tomcat identification rule?

- A. Applies to
- B. Allow fallback to parent's rules
- C. Independent
- D. Criterion attributes

Answer: B (LEAVE A REPLY)

The correct option is Allow fallback to parent's rules . In CI identification, ServiceNow evaluates the configured identification rule for the target class first. If the Tomcat rule cannot find a match using its class- specific criterion attributes, fallback behavior allows the Identification and Reconciliation Engine to attempt matching against the parent class identification rule. Since Tomcat is a more specific application class, falling back to the parent Application identification rule helps prevent unnecessary duplicate records when a match cannot be made at the subclass level. "Applies to" defines the class or scope for the identifier entry.

"Independent" controls whether a rule is evaluated independently rather than through parent inheritance.

"Criterion attributes" are the fields used for matching, not the fallback setting. Therefore, the correct configuration is Allow fallback to parent's rules .

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- 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: (SHOW ANSWER)

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.

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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.

NEW QUESTION: 87

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

Answer: (SHOW ANSWER)

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.

NEW QUESTION: 88

A customer's CMDB is aligned to the CSDM Walk stage.

What benefit is provided by the CMDB?

- A.** Enables impact assessments for incident, problem, and change on Business Services

- B.** Improves the implementation velocity of APM Foundation for future business application rationalization
- C.** Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 89

An organization needs to maintain non-discoverable attributes, such as warranty expiration dates, for hardware CIs. These attributes are not updated by automated discovery tools.

What method ensures these attributes are accurately maintained for all CIs?

- A.** Use the CMDB Reconciliation Engine to update the attributes
- B.** Create a new CI class specifically for non-discoverable attributes
- C.** Use a scheduled data import to update the attributes from an external source

Answer: C ([LEAVE A REPLY](#))

In Data Foundations, "Ingest" is not limited to Discovery. It includes establishing reliable sources and mechanisms to populate and maintain CMDB attributes--especially those that Discovery cannot provide. Warranty expiration dates are a classic example of non-discoverable data: they typically come from procurement systems, asset repositories, vendors, or contract tools rather than from device interrogation.

The correct approach is to maintain these attributes via a scheduled data import from an authoritative external source. This ensures ongoing accuracy and consistency at scale. A scheduled import allows you to define a repeatable integration pattern, apply data quality checks, and keep warranty data current as vendors and procurement records change--without relying on manual updates that inevitably drift over time.

NEW QUESTION: 90

A CMDB Administrator has installed a Service Graph Connector (SGC) and then made customizations to the mappings.

Which is a consequence of this action?

- A.** Fields populated by a customization will have a special tag associated with them in the CMDB.
- B.** The customization will prevent the SGC from executing without an approval record attached to the affected mapping record.
- C.** The customized mappings are not supported by ServiceNow, and the customer is responsible for supporting their own customized SGC.

Answer: C ([LEAVE A REPLY](#))

The correct answer is C. Service Graph Connectors are ServiceNow-supported integrations when used as delivered or configured within supported boundaries. When an administrator customizes the mappings, the implementation moves away from the supported out-of-box connector behavior. This creates upgrade and support implications because ServiceNow cannot guarantee that customized mappings will remain compatible with future connector updates. The customer becomes responsible for validating, maintaining, and troubleshooting those customizations. Option A is not the primary consequence because customized fields are not simply protected by a special CMDB tag. Option B is incorrect because custom mapping does not automatically block connector execution pending approval. The key risk is supportability and technical debt, making C the correct answer.

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NEW QUESTION: 91

A CMDB Administrator needs to prevent duplicate CI creation from import sets that load data into the CMDB from vendor shipment files containing CI information.

How can the Administrator do this?

- A.** Create comparison rules in the IRE
- B.** Use the CMDBTransformUtil API in the transform script
- C.** Set the coalesce on two mappings within the transform map
- D.** Set the system property to utilize the IRE within transform maps

Answer: (SHOW ANSWER)

The correct answer is Use the CMDBTransformUtil API in the transform script . Import Sets and Transform Maps can create duplicate CIs if they write directly into CMDB tables without routing the data through the Identification and Reconciliation Engine. The CMDBTransformUtil API is used in transform scripting to process incoming CI data through the CMDB identification and reconciliation logic. This allows ServiceNow to evaluate existing CIs using configured identification rules and then update the correct CI rather than creating a duplicate record. Coalesce rules are not sufficient for CMDB ingestion because they rely on simple field

matching and do not apply the full IRE logic. "Comparison rules" is not the correct mechanism. A system property alone is also not the recommended implementation pattern for vendor shipment import data. Therefore, CMDBTransformUtil is the correct method to prevent duplicate CI creation through import sets.

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NEW QUESTION: 92

A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provide Duplicate CI, Orphan CI, and Stale CI metrics.

Which scorecard provides this information on the CMDB Health Dashboard?

- A. Correctness
- B. Compliance
- C. Completeness

Answer: B (LEAVE A REPLY)

In Data Foundations, "Insight" is about using health metrics to understand whether the CMDB is trustworthy and operationally usable. The CMDB Health Dashboard organizes health into scorecards that group related checks. When leadership asks for Duplicate CIs, Orphan CIs, and Stale CIs, they are asking about the CMDB's ongoing hygiene and adherence to governance expectations-not simply whether fields are filled in.

These three metrics align best with Compliance because they represent whether CI records comply with rules that keep the CMDB clean and current over time:

- * Duplicate CIs indicate the identification and governance controls are not consistently preventing multiple records for the same real-world item.
- * Orphan CIs indicate relationship governance gaps-records exist without expected relationships or context, reducing their operational value and often signaling incomplete ingestion or lifecycle control issues.
- * Stale CIs indicate lifecycle management gaps-records are not being updated, attested, retired, or archived appropriately, which increases risk and noise in operational processes.

By contrast, Completeness focuses on whether required attributes are populated (owners, support group, environment, etc.). Correctness focuses on whether values and relationships are accurate and logically valid.

While duplicates/orphans/stale can affect correctness indirectly, the dashboard's grouping for these hygiene and lifecycle-oriented measures is best represented by Compliance, which is why B is the correct answer.

NEW QUESTION: 93

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 Data Manager
- C. CMDB Health Dashboard

Answer: (SHOW ANSWER)

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.

The CMDB Health Dashboard (Option C) provides visibility into health metrics such as completeness, correctness, and compliance, but it does not generate tasks. Similarly, De-duplication templates (Option A) support duplicate identification and remediation workflows, but they do not create ongoing governance tasks in the CMDB Workspace.

By surfacing tasks in "My Work," CMDB Data Manager operationalizes governance and embeds accountability into daily workflows, which is a key principle of CMDB Data Foundations.

Therefore, the correct answer is Option B - CMDB Data Manager.

NEW QUESTION: 94

During a Change request, impact analysis does not show downstream affected services. What is the most likely cause?

- A. CMDB Health disabled
- B. Incorrect CI class
- C. Missing CI relationships
- D. Reconciliation conflict

Answer: ([SHOW ANSWER](#))

Impact analysis depends on correctly defined CI relationships between upstream and downstream components.

NEW QUESTION: 95

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 96

The Application Portfolio Management team is asking for help modeling platforms as Business Applications.

How would this be mapped in CSDM using the ServiceNow Platform in the Incident and Change applications?

- A. ServiceNow Platform, Incident, and Change would all be web-based architecture type. A Depends On relationship would be created between ServiceNow Platform and Incident and Change.
- B. ServiceNow Platform would be an architecture type of Platform Host. Incident and Change would be Platform Applications. Then a Depends On relationship would be created between ServiceNow Platform and Incident and Change.
- C. ServiceNow Platform would be an architecture type of Platform Host. Incident and Change would be Platform Applications and have a reference to ServiceNow Platform.
- D. ServiceNow Platform, Incident, and Change would all be web-based architecture type. Incident and Change would have a reference to ServiceNow Platform.

Answer: ([SHOW ANSWER](#))

The correct answer is C . In CSDM and Application Portfolio Management, a platform should be modeled as a Business Application with the architecture type Platform Host . Applications that run on or are provided by that platform should be modeled as Platform Applications and should reference the platform host. In this scenario, the ServiceNow Platform is the platform host, while Incident and Change are platform applications because they are capabilities delivered on the ServiceNow Platform. The relationship is not best represented by making all three applications generic web-based applications. That would lose the platform/application distinction. The preferred model is also not simply a Depends On relationship, because CSDM provides a more specific platform host reference model for this use case. Therefore, ServiceNow Platform should be Platform Host, and Incident and Change should be Platform Applications referencing ServiceNow Platform.

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NEW QUESTION: 97

A ServiceNow Process Owner wants to use Business Application records to drive business decisions.

How can the Process Owner use these records?

- A. Monitor application availability.
- B. Determine applications impacted by a Change Request.
- C. Perform application rationalization.

Answer: ([SHOW ANSWER](#))

Business Application records represent logical applications from a portfolio, ownership, investment, risk, and lifecycle perspective. They are principally used by Application Portfolio Management and Enterprise Architecture to support application rationalization .

Rationalization enables an organization to evaluate applications based on factors such as business value, technical fitness, cost, risk, lifecycle status, capability alignment, and functional redundancy. Decision-makers can then determine whether an application should be invested in, tolerated, migrated, consolidated, replaced, or retired.

Application availability is normally monitored through operational Application Services and their supporting infrastructure rather than through the logical Business Application record. Change impact analysis also relies mainly on Application Services, service maps, and relationships to affected infrastructure CIs.

Because Business Applications belong to the Design and Planning context and provide strategic portfolio information, application rationalization is the appropriate business-decision use case Bottom of Form

NEW QUESTION: 98

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

Answer: A,C (LEAVE A REPLY)

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: 99

A CMDB Administrator needs to import external data into the CMDB. To reduce the risk of creating duplicates and prevent updates from unauthorized sources, it must be ensured that the Identification and Reconciliation Engine (IRE) is not bypassed.

What is the recommended method to import data into the CMDB utilizing the Identification and Reconciliation API?

- A. IntegrationHub ETL
- B. Table API (REST API or SOAP API)
- C. Import Sets and Transform Maps

Answer: A (LEAVE A REPLY)

In ServiceNow, protecting CMDB data quality during ingestion is a core Data Foundations principle. The Identification and Reconciliation Engine (IRE) is designed to ensure that CI records are uniquely identified, merged correctly, and protected from unauthorized overwrites. Any ingestion method that bypasses IRE introduces a high risk of duplicates and data corruption.

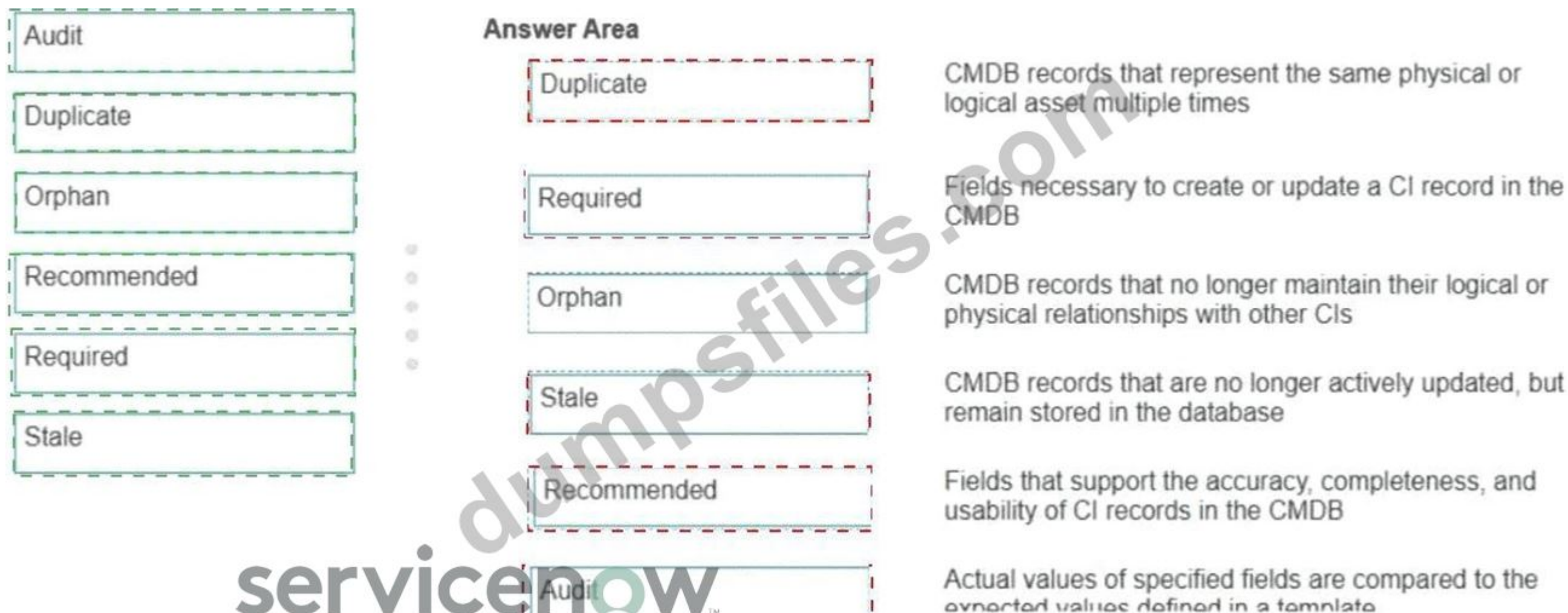
IntegrationHub ETL is the recommended method because it is natively designed to work with the Identification and Reconciliation API. When properly configured, IntegrationHub ETL ensures that incoming data is processed through IRE, applying identification rules, reconciliation rules, and source precedence. This allows multiple data sources to coexist safely while maintaining CMDB integrity.

NEW QUESTION: 100

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

Audit		
Duplicate		CMDB records that represent the same physical or logical asset multiple times
Orphan		Fields necessary to create or update a CI record in the CMDB
Recommended		CMDB records that no longer maintain their logical or physical relationships with other CIs
Required		CMDB records that are no longer actively updated, but remain stored in the database
Stale		Fields that support the accuracy, completeness, and usability of CI records in the CMDB
		Actual values of specified fields are compared to the expected values defined in a template

Answer:



Explanation:

CMDB records that represent the same physical or logical asset multiple times	Duplicate
Fields necessary to create or update a CI record in the CMDB	Required
CMDB records that no longer maintain their logical or physical relationships with other CIs	Orphan
CMDB records that are no longer actively updated, but remain stored in the database	Stale
Fields that support the accuracy, completeness, and usability of CI records in the CMDB	Recommended
Actual values of specified fields are compared to the expected values defined in a template	Audit

* 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: 101

A CMDB Manager uses CMDB 360/Multisource CMDB to maintain and improve CMDB quality.

Why would the Manager use CMDB 360/Multisource CMDB?

- A.** To ingest data from multiple data sources by using Service Graph Connectors
- B.** To ingest data from multiple data sources by using Import Sets
- C.** To populate the CMDB from multiple data sources
- D.** To identify CI attributes from multiple data sources

Answer: (SHOW ANSWER)

CMDB 360, also known as Multisource CMDB , provides attribute-level visibility into the data contributed by different discovery and integration sources. It enables an administrator to examine which source supplied a particular attribute, compare competing values, identify missing source contributions, and understand how reconciliation selected the final value stored on the CI.

The guide explains that CMDB 360 reveals gaps in attribute data and differing attribute values across sources.

These insights help administrators diagnose reconciliation conflicts, inappropriate source precedence, incomplete integrations, and inconsistent discovery results.

CMDB 360 is not itself the mechanism used to ingest records. Service Graph Connectors, IntegrationHub ETL, Import Sets, and Discovery perform ingestion. CMDB 360 instead preserves and exposes the source-level contributions after ingestion so that data owners can investigate and improve multisource data quality.

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