

CIS – Data Foundations (CIMDB & CSDM)

Choose 1 option.

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

Choose 1 option.

A CMDB Data Owner has requested better insights on the different data sources that make up the CMDB data set. The Platform Owner knows that the new Service Graph Connector Central plugin is just what is needed.

After installing the plugin, what workspace will have the new Service Graph Connector Central tab available?

- ☐ A. Service Graph Connector Workspace 
- ☒ B. CMDB Workspace 
- ☐ C. Discovery Admin Workspace 

Choose 2 options.

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?

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

Choose 1 option.

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

Choose 2 options.

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

☐ A. Event Management 

☒ B. Service Mapping 

☐ C. IntegrationHub ETL 

☐ D. Data Manager 

☒ E. Discovery 

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Choose 1 option.

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. CI List 

☒ B. Basic Info 

☐ C. Attributes 

☐ D. Suggested Relationships 

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Choose 2 options.

A CMDB Administrator is leveraging CI data as part of an Integrated Risk Management implementation and the Entity Scoping process. The Administrator wants to leverage the CSDM Data Foundations Dashboard playbooks under the Run tab.

Which CSDM relationships are leveraged using the CSDM playbooks?

- ☒ A. Business Applications that have relationships to Application Services 
- ☐ B. Locations that have established parent records 
- ☐ C. Business Applications that have their relationships to Information Objects 
- ☒ D. Logical CIs that have relationships with Information Objects 

Choose 1 option.

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

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

Choose 1 option.

A Configuration Management Process Owner needs to configure Data Manager for policy tasks to be correctly assigned and aligned with the group attribute assigned to a class in CI Class Manager.

Which is the recommended field to be used for a policy task assignment?

- ☐ A. Approval group 
- ☐ B. Change group 
- ☐ C. Support group 
- ☒ D. Managed by group 

Choose 1 option.

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 tile under the My Work tab

Choose 1 option.

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

Where would these rules be configured?

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

Choose 1 option.

A CMDB Administrator wants to start utilizing the CMDB Health Dashboard and its Key Performance Indicators.

What does the Administrator do to start using the dashboard?

- ☐ A. Nothing, the dashboard is activated by default 
- ☒ B. Activate the dashboard scheduled jobs 
- ☐ C. Download the dashboard from the ServiceNow store 
- ☐ D. Activate the dashboard system property 

Choose 2 options.

Which are CMDB Data Manager end of life policy types?

☒ A. Archive 

☐ B. Decommission 

☐ C. Disposed 

☐ D. Lost 

☒ E. Retire 

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Choose 2 options.

A CMDB Manager wants to start adding CSDM design and planning (design) domain components into the CMDB.

Who is involved in this exercise?

- ☒ A. Application Owner 
- ☒ B. Enterprise Architect 
- ☐ C. Business Relationship Manager 
- ☐ D. Application Service Owner 

Drag and drop the product to its description.

Answer Area

ServiceNow Discovery

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

Service Graph Connectors

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

Service Mapping

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

Agent Client Collector (ACC)

Provides real-time visibility into endpoint configurations, populating the CMDB with accurate and up-to-date information

Choose 1 option.

A Configuration Manager needs to ingest third-party CIs into the CMDB.

Which method minimizes the risk of technical debt?

- ☐ A. Vendor-provided integration 
- ☐ B. Table API 
- ☒ C. Service Graph Connector 
- ☐ D. Import Sets and Transform Maps 

Choose 1 option.

What is the relationship between an application and a server?

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

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Choose 1 option.

Where does a user with the appropriate role(s) review and manage the generated tasks after configuring CMDB Data Manager policies?

- ☐ A. CMDB Health Dashboard > Audit tab 
- ☐ B. CMDB Health Dashboard > Duplicate CIs tab 
- ☒ C. CMDB Workspace > My Work tab 
- ☐ D. CMDB Workspace > Management tab 

Choose 1 option.

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

Choose 1 option.

A CMDB Administrator notices that CIs do not have a support group.

How can the support group be automatically populated and maintained on the CI record?

- ☐ A. Technology Management Service (Technical Service) 
- ☒ B. Technology Management Service Offering (Technical Service Offering) 
- ☐ C. CI Class Manager 
- ☐ D. Dynamic CI group 

Choose 1 option.

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

Choose 2 options.

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

Which classes are appropriate?

☒ A. Service Offering 

☐ B. Business Application 

☒ C. Application Service 

☐ D. Service Portfolio 

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Choose 2 options.

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?

☐ A. Least Related Items 

☐ B. Newest Created 

☒ C. Most Related Items 

☒ D. Oldest Created 

Choose 1 option.

A Configuration Manager is reviewing the life cycle of CIs to ensure data accuracy, consistency, and relevance. The manager reviews the legacy status values and their equivalent CSDM life cycle stage and life cycle stage status values.

Where are these reviewed?

- ☐ A. Life cycle properties 
- ☐ B. Life cycle choice list 
- ☒ C. Life cycle mappings 

Choose 2 options.

A Configuration Manager wants to explore ServiceNow CMDB 360 saved queries to see if the reports can assist with managing of CMDB data.

What insights are gained from CMDB 360 queries?

- ☒ A. Different attribute values from different data sources 
- ☒ B. Gaps in attribute data from different data sources 
- ☐ C. Duplicate configuration items from different data sources 
- ☐ D. Orphan CIs created from different data sources 
- ☐ E. Unique CIs created from different data sources 

Choose 1 option.

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. Reconciliation Rules 
- ☐ B. Data Refresh Rules 
- ☒ C. Health Inclusion Rules 
- ☐ D. Identification Rules 

Choose 1 option.

A CMDB Configuration Manager intends to implement CMDB Data Manager delete and archive policies for all server records in the New York datacenter.

In which lifecycle state would servers be affected by these new policies?

- ☒ A. End of Life - Retired 
- ☐ B. In any lifecycle state 
- ☐ C. Missing - Stolen 
- ☐ D. Inventory - Available 

Choose 1 option.

A company wants to track regulatory compliance. ServiceNow has an artifact type called an information object as part of the CSDM framework.

What is the purpose of an information object?

- ☐ A. It describes data exchanged between an API interface and an Application. 
- ☒ B. It describes the logical data to the Business Applications. 
- ☐ C. It describes data in general on a group of Configuration Items. 

Choose 1 option.

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 would be an Architecture type of Platform Host. 
Incident and Change would be Platform Applications and have a reference to ServiceNow Platform.
- ☐ 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, Incident, and Change would all be web based Architecture type. 
Incident and Change would have a reference to ServiceNow Platform.
- ☐ D. 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.

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

Answer Area

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 Suggestion)

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

Choose 1 option.

The Change Management team in an organization wants to implement a Change across multiple CIs at the same time.

Which field on the Change Request form needs to be populated with a dynamic CI group?

☒ A. Configuration Item 

☐ B. Service Offering 

☐ C. Business Service 

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Choose 1 option.

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

Which table can be modified?

- ☐ A. Life Cycle Controls [life_cycle_control] 
- ☐ B. Life Cycle Stages [life_cycle_stage] 
- ☐ C. Life Cycle Stage Status [life_cycle_stage_status] 
- ☒ D. Life Cycle Mapping [life_cycle_mapping] 

Choose 1 option.

A Configuration Manager working in the CMDB Workspace wants to see how CIs are connected to each other.

Which tool can be used?

☐ A. Business Service Map 

☐ B. Unified Map 

☒ C. Relationship Map 

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Choose 1 option.

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

Which CMDB Health Dashboard scorecard displays this information?

☐ A. Completeness 

☒ B. Correctness 

☐ C. Compliance 

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Choose 1 option.

A CMDB Architect intends to build a CMDB using CSDM guidance.

Which CMDB tables will the architect use to build the CSDM sell/consume domain?

- ☐ A. Business Capability, Information Object, Business Application 
- ☒ B. Business Service Offering, Business Service 
- ☐ C. Application Service, Technology Management Service (Technical Service), Technology Management Offering (Technical Service Offering) 

Choose 2 options.

An organization is updating the CMDB to include new asset types like IoT devices. Relevant CI classes need to be added and outdated ones need to be removed from the Principal Class filter to ensure accurate display in ITSM processes.

Which roles are needed to add or remove classes?

☐ A. personalize_dictionary 

☐ B. cmdb_query_builder 

☒ C. sn_cmdb_admin 

☒ D. sn_csdm_admin 

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Choose 1 option.

A CMDB Administrator, viewing the CMDB Data Foundations Dashboard, notices the Unique Locations Result percentage low.

What is the recommended process from the associated playbook to correct this issue?

- ☐ A. Keep both locations as either can be used as a valid alternate location 
- ☐ B. Use the Duplicate CI Remediator to merge the duplicate location records 
- ☐ C. Retain the location that matches the organization's standard naming convention, and delete the duplicate without further validation 
- ☒ D. Review both locations, update CIs with the correct location and delete the duplicate location 

Choose 1 option.

A Configuration Manager needs to enable a CMDB Data Manager policy to remove records from a CI Class while retaining the ability to restore them within a specified period.

Which policy type should the Configuration Manager create?

- ☐ A. Delete 
- ☐ B. Retire 
- ☒ C. Archive 
- ☐ D. Certification 

Choose 1 option.

The Server [cmdb_ci_server] class uses a dynamic reconciliation rule of lowest value for the Disk Space (GB) field, while the Windows Server [cmdb_ci_win_server] class uses a dynamic reconciliation rule of most reported for the Disk Space (GB) field.

Given the following data sources that populate Windows Server data into the CMDB 360/Multisource CMDB:

Data Source	Disk Space (GB)
Tivoli	75
ServiceNow	75
LANDesk	50
Altiris	80

Which value would be added to the CMDB for the Disk Space (GB) field of a Windows Server [cmdb_ci_win_server] record?

☐ A. 50 

☒ B. 75 

☐ C. 80 

Choose 1 option.

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. Service Consumption (Sell / Consume) 
- ☒ B. Service Delivery (Manage Technical Services) 
- ☐ C. Build and Integration (Build) 
- ☐ D. Design and Planning (Design) 
- ☐ E. Foundation 

Choose 2 options.

A global enterprise integrates data from multiple discovery sources such as ServiceNow Discovery, SCCM, AWS, and manual uploads to populate its CMDB. However, each discovery source categorizes the same CIs differently, leading to duplicate records and inconsistencies across the system. As a result, the CMDB team is struggling with data accuracy and standardization.

What actions does the CMDB team take to resolve the issue?

- ☐ A. Allow each discovery source to define its own CI class, even if it results in inconsistencies 
- ☒ B. Use CI Class Manager to establish standardized CI classes and attributes across all discovery sources 
- ☒ C. Implement and use identification and reconciliation rules to avoid duplicates and standardize CI classification 
- ☐ D. Create a custom script to manually adjust incoming data before storing it in the CMDB 

A CMDB Administrator needs to set up CMDB 360/Multisource CMDB.

Drag and drop the system property to the functionality.

Answer Area

Enables CMDB 360

glide.identification_engine.multisource_enabled

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

glide.identification_engine.multisource_cmdb_ci_enabled

Enables capturing CMDB 360 data for CIs from CMDB classes

glide.cmdb.logger.source.cmdb_multisource

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

glide.identification_engine.multisource.recompute.max.ci.limit

EXAM: CIS - Data Foundations (CMDB & CSDM)

This report shows your exam result and the percentage of items in each section you answered correctly. Your exam result is conditional, meaning your results are preliminary and may be updated upon final review. We will contact you by email if any changes are made to your exam result.

EXAM RESULT: CONGRATULATIONS, YOU HAVE PASSED!

TEST DOMAINS:

Configuration

Ingest

Govern

Insight

CSDM Fundamentals

PERCENT CORRECT:

73%

71%

85%

73%

88%