



ServiceNow CIS-DF Practice Questions

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Question 1

Question Type: MultipleChoice

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, such as the CI reference field on an Incident form.

Where does the CMDB Administrator designate Principal Classes?

Options:

- A- CMDB Workspace
- B- CI Class Manager
- C- System Properties
- D- CMDB Data Manager

Answer:

B

Explanation:

Principal Classes are a key CMDB configuration concept used to control which CI classes are selectable in reference fields across ITSM processes. This helps reduce noise, prevent incorrect CI selection, and improve data quality.

In ServiceNow, Principal Classes are designated within the CI Class Manager. This tool allows CMDB administrators to manage the CI class hierarchy, define ownership, and explicitly mark classes as principal. Once a class is marked as principal, its CIs become available in CI reference fields such as those on Incident, Change, and Problem forms.

Option A (CMDB Workspace) provides operational and analytical views but does not control schema-level class behavior. Option C (System Properties) does not manage class designation. Option D (CMDB Data Manager) governs lifecycle and data quality policies, not reference field behavior.

By configuring Principal Classes in the CI Class Manager, organizations ensure that only relevant, high-value CI classes are exposed to end users, aligning with Data Foundations best practices.

Therefore, the correct answer is B -- CI Class Manager.

Question 2

Question Type: MultipleChoice

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?

Options:

- 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:

A

Explanation:

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.

Option B is incorrect because manually sequencing data source runs is unreliable, does not scale, and violates Data Foundations best practices. Option C only controls how often data is refreshed, not which source is authoritative. Option D is incorrect because identification rules are used to uniquely identify CIs---not to control attribute-level precedence.

Using reconciliation rules provides deterministic, auditable, and automated control, which is essential for maintaining CMDB trust and avoiding data conflicts.

Therefore, the correct answer is A -- Assign a priority to each data source in reconciliation rules.

Question 3

Question Type: MultipleChoice

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.)

Options:

- 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

Explanation:

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.

Question 4

Question Type: MultipleChoice

A CMDB Administrator is comparing the Unified Map to the Service Mapping map.

What are additional capabilities of the Unified Map? (Select Two)

Options:

- A- Number of levels displayed on a map can be modified
- B- Map can be zoomed in and out
- C- Map nodes can be filtered based on user preferences
- D- Visibility to an application and the host it is installed on

Answer:

B, C

Explanation:

The Unified Map is designed to provide enhanced visual insight and analysis across the CMDB by consolidating configuration item (CI) relationships from multiple sources---such as Discovery, Service Mapping, and manual relationships---into a single, interactive view. While traditional Service Mapping maps are optimized for modeling and understanding application-to-infrastructure dependencies, the Unified Map extends this capability with more flexible visualization and exploration features.

Option B is correct because the Unified Map allows users to zoom in and out, enabling both high-level overviews and detailed inspections of complex CI relationships. This capability is particularly valuable in large enterprise environments where services may span hundreds or thousands of infrastructure components. Zoom functionality supports impact analysis, troubleshooting, and architectural reviews without overwhelming the user with unnecessary detail.

Option C is also correct because the Unified Map supports filtering of map nodes based on user preferences. Administrators and analysts can filter by CI class, relationship type, lifecycle state, or other attributes, allowing them to focus on what is most relevant to their task---such as identifying only production CIs, security-relevant components, or a specific technology stack. This aligns strongly with Data Foundations principles by improving usability and decision-

making without altering underlying data.

Option A is incorrect because modifying the number of levels displayed is a characteristic more closely associated with Service Mapping configuration rather than an added Unified Map capability. Option D is incorrect because visibility into an application and its host is a core Service Mapping function, not an enhancement unique to the Unified Map.

In summary, the Unified Map adds value by improving interactivity, flexibility, and user-driven insight across the CMDB.

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Explanation:

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.



Question 6

Question Type: MultipleChoice

A CMDB Administrator is asked to clean up the CMDB duplicates.

What is the preferred way to manage this task?

Options:

- A- The de-duplication dashboard on the CMDB Workspace
- B- My Tasks in the Application Navigator
- C- The de-duplication task module

Answer:

A



Explanation:

In Data Foundations, "Govern" is about putting repeatable, controlled mechanisms in place to keep CMDB data healthy over time. Duplicate CI cleanup is a governance activity because duplicates degrade trust, break reporting, create incorrect service impacts, and cause operational confusion (for example, incidents linked to the wrong CI). The preferred approach is to use the guided and purpose-built de-duplication experience designed for CMDB administrators rather than relying on generic task lists or ad-hoc work.

The de-duplication dashboard in CMDB Workspace is the preferred place because it centralizes duplicate identification, prioritization, and remediation in a single operational experience. It typically provides visibility into suspected duplicates, helps users review records side-by-side,

and supports controlled actions (such as merge/retire workflows, depending on configuration) while maintaining auditability. This aligns with Data Foundations' emphasis on standard processes and consistent remediation patterns rather than one-off manual fixes.

"My Tasks" is a generic work queue and does not provide the purpose-built context or tooling required to confidently resolve duplicates in a safe, repeatable way. A standalone "de-duplication task module" may exist as a navigation entry, but the recommended operational method is to use the workspace dashboard where duplicate remediation is organized and guided as part of CMDB health and governance. Therefore, the correct answer is the de-duplication dashboard on CMDB Workspace.

Question 7

Question Type: MultipleChoice

A CMDB Administrator identifies duplicate CIs. One was created by a manual import, and the other was created by automated discovery. The discovered CI has the latest IP address, while the manually imported CI has an accurate relationship to a critical business application.

How does the Administrator use the Duplicate CI Remediator to resolve this issue?

Options:

- A- Merge the two CIs automatically, retaining all attributes from the discovered CI
- B- Retain the manually imported CI and delete the discovered CI
- C- Retain the discovered CI, but merge the relationship from the manually imported CI
- D- Retain the discovered CI and delete the manually imported CI

Answer:

C

Explanation:

In ServiceNow, the Duplicate CI Remediator is designed to resolve duplicate records while preserving the most authoritative data from each source. Data Foundations guidance clearly states that automated discovery is the system of record for technical attributes, such as IP address, hostname, and operational status, while manually maintained records often contain valuable business context, such as relationships to business applications or services.

In this scenario, the discovered CI contains the most accurate and up-to-date technical data, making it the correct CI to retain as the primary record. However, the manually imported CI has a critical relationship to a business application, which is essential for impact analysis, incident

prioritization, and CSDM alignment. Deleting this CI without preserving the relationship would result in loss of business context and reduced CMDB value.

The Duplicate CI Remediator supports selective merging, allowing administrators to retain one CI while merging specific attributes or relationships from the duplicate. Option C reflects this best practice by retaining the discovered CI and merging the relationship from the manually imported CI, ensuring both technical accuracy and business relevance are preserved.

Options A and D would result in the loss of important relationship data, while Option B would discard the discovered CI, violating the principle that discovery should be the authoritative source for technical attributes.

Therefore, Option C is the correct and Data Foundations--aligned answer.



Question 8

Question Type: MultipleChoice

(Choose 2 options)

Which are values of CMDB?

Options:

- A- Strengthening operational resiliency
- B- Streamlining Incident and Change Management
- C- Automating maintenance for CI relationships
- D- Collecting and managing financial data



Answer:

A, B

Explanation:

The CMDB is a foundational capability that enables organizations to operate IT services with confidence, resilience, and efficiency. Its value lies not in automation for its own sake or financial data management, but in how it supports service-aware operations and decision-making.

Strengthening operational resiliency (Option A) is a core value of the CMDB. By maintaining accurate configuration data and relationships, organizations can better understand dependencies, assess risk, and recover more quickly from incidents or outages. A trusted CMDB

enables proactive problem management and informed change planning, directly contributing to resiliency.

Streamlining Incident and Change Management (Option B) is another primary value. Accurate CI data allows incidents to be routed automatically to the correct support groups, enables faster root-cause analysis, and supports risk-based change assessments. This reduces manual effort, improves response times, and lowers operational risk.

Option C is incorrect because automating CI relationship maintenance is a capability enabled by tools like Discovery and Service Mapping--not a value in itself. Option D is also incorrect because financial data management is the domain of IT Asset Management (ITAM) and Financial Management, not the CMDB's core value proposition.

In summary, the CMDB delivers value by improving operational resilience and optimizing ITSM processes, making Options A and B the correct answers.

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

A, C

Explanation:

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.

Question 10

Question Type: MultipleChoice

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

Which CMDB management tool is generating those tasks?

Options:

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

Answer:

B

Explanation:

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

CMDB governance.

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

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.

Question 11

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

Explanation:

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.

Option A is incorrect because Technical Service Offerings and Groups focus on operational support and service delivery, not regulatory data context. Option C is also incorrect because Customer Service Offerings describe how services are consumed, while databases are technical components; neither is the authoritative place for compliance definitions.

Therefore, Business Applications and Information Objects are the correct CSDM constructs to support audits and regulatory compliance, making Option B the correct answer.



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