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 CI.

Which Groups are synced to CIs from the offering that has a relationship to a Dynamic CI Group? (Choose two.)

    A. Approval Group

    B. Managed by Group

    C. Support Group

    D. Owned by Group

Suggested Answer: *CD*

Community vote distribution

CD (100%)

👤 **AAVV** 1 week ago

Selected Answer: BC

B&C is correct

upvoted 1 times

👤 **krammers** 1 week, 2 days ago

Selected Answer: BC

B and C

upvoted 4 times

👤 **lukaszszumilas25** 1 week, 3 days ago

Selected Answer: CD

C and D i think

upvoted 1 times

DRAG DROP -

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

| Dynamic CI Group |
| Service Mapping (Connection Suggestion) |
| Service Mapping (Top-down) |
| Tag-Based |

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

Suggested Answer:

| Dynamic CI Group |
| Service Mapping (Connection Suggestion) |
| Service Mapping (Top-down) |
| Tag-Based |

Answer Area

	Recommended for mission-critical application services that require a precise approach using patterns
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🗕 👤 **krammers** 1 week, 2 days ago

1 -> D

2 -> C

3 -> A

4 -> B

upvoted 3 times

Question #3

Topic 1

A new custom class is needed to reflect a new application being managed in the CMDB.

Which roles are minimally needed to add this custom CI class?

    A. A cmdb_inst_admin and personalize_form

    B. itil_admin and personalize_form

    C. data_classification_admin and personalize_dictionary

    D. sn_cmdb_admin and personalize_dictionary

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **_Andri_** 1 week ago

Selected Answer: D

D is correct

upvoted 1 times

☐ 👤 **krammers** 1 week, 2 days ago

Selected Answer: D

D. sn_cmdb_admin and personalize_dictionary

upvoted 2 times

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

Suggested Answer: *D*

Community vote distribution

D (100%)

👤 **krammers** 1 week, 2 days ago

Selected Answer: D

D. Application>Runs on::Runs>Server

upvoted 2 times

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 puts in a request for the Configuration Analysts to populate the 'Assigned to' field on the related Asset.

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

A. Use the Asset-CI Field Mapping module to create a new rule to replicate the 'Assigned to' value between the asset and associated CI

B. 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

C. Configure a business rule on the computer table to use a script to populate the 'Assigned to' filed on the asset based on insert or update in the computer class 'Assigned to' field

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

What are the recommended practices for this specific activity? (Choose two.)

A. Add a new class under an appropriate parent class

B. Modify an existing class

C. Install or update the CMDB CI Class Models store application, and verify the class does not already exist

D. Delete an unused class, and replace it with the new one

Suggested Answer: *AC*

Currently there are no comments in this discussion, be the first to comment!

A Change Manager aims to streamline ITSM processes by automatically populating fields on the Change form when a CI is selected. The Configuration Management team is working to ensure that the Change Group field is populated for all managed CIs.

As a result, which base system field on the incident form will be automatically populated after selecting a CI?

A. Managed by group

B. Approval group

C. Assignment group

D. Change group

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *D*

Community vote distribution

D (100%)

☐ 👤 **7AJ7** 3 days, 13 hours ago

Selected Answer: D

The company has multiple Application Servers that host one or more Applications.

Many to Many

upvoted 1 times

☐ 👤 **oversaevel** 1 week ago

Selected Answer: D

Many-to-many

upvoted 3 times

A CMDB Administrator needs to identify which attributes have been created specifically for the Windows Server class.
Which tab in the Attributes section is used?

A. All

B. Derived

C. Added

D. Child

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

An Asset Manager wants to ensure that Asset records and CI records are kept synchronized automatically.
How does the Manager do this? (Choose two.)

A. Ensure one-to-one physical mapping between Asset and CI

B. Ensure that scheduled jobs are run during off-business hours to ensure sync happens

C. Ensure that the business rule to update Asset fields on change on the CI table is active

D. Ensure that the business rule to update CI fields on change on the asset table is active

Suggested Answer: *CD*

Currently there are no comments in this discussion, be the first to comment!

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.

Which field on an Incident form is automatically populated after a CI is selected that references an appropriate support group?

- A. Support Group
- B. Approval Group
- C. Change Group
- D. Assignment Group
- E. Managed by Group

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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. Repurposing a base CI class and rename attributes, as required

B. Extending an existing CI class table to accommodate the custom CI class attributes

C. Installing or upgrading the 'CMDB CI Class Models' store application to find a suitable existing CI class accommodating any new attributes

D. Extending an existing Asset class table to accommodate the custom CI class attributes

Suggested Answer: *BC*

Currently there are no comments in this discussion, be the first to comment!

A CMDB Administrator wants only the CIs of Principal Classes to appear in CI reference fields, for example the CI reference fields accessible from an Incident Form.
Where does the CMDB Administrator designate Principal Classes?

    A. CI Class Manager

    B. CMDB Workspace

    C. CMDB Data Manager

    D. System Properties

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

The CMDB Administrator has set-up two Dynamic Reconcilliation 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 the Multisource CMDB, which value would be added to the CMDB for RAM for a 'Server' CI?

A. 4.096 MB

B. 8.192 MB

C. 2.048 MB

Suggested Answer: *B*

Community vote distribution

A (100%)

⊟ 👤 **7AJ7** 3 days, 11 hours ago

Selected Answer: A

It has to A for most reported value.

upvoted 1 times

A CMDB Administrator needs to import external data into the CMDB. As the CMDB Administrator wants to reduce the risk for creating duplicates and to update information from unauthorized sources, it has to be ensured that the Identification and Reconciliation API will not be 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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

A Configuration Manager has configured a multiple data sources which 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 authoritative source of truth for a specific class of set of class attributes?

A. Assign a priority to each data source in the 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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Which CMDB 360/Multisource CMDB the Dynamic Reconciliation Rules will also be enabled. Based on the request of the management, a CMDB Administrator has to set up multiple Dynamic Reconciliation Rules.
Which are available 'Dynamic Rule Types' within the 'Create Reconciliation Rule' wizard? (Choose two.)

- A. Last Updated

- B. Smallest Value

- C. Last Created

- D. Most Reported

Suggested Answer: *BD*

Currently there are no comments in this discussion, be the first to comment!

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

Hardware Rule: Identifier Entries Table	Criterion attributes	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 new record and CI2 will be updated with matching record.

    B. CI1 will be updated with matching record and CI2 will be inserted as new record.

    C. CI1 and CI2 both will be updated with matching records.

    D. CI1 and CI2 both will be inserted as new records.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

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

During the discovery process, if existing Server [cmdb_ci_server] records are reclassified into the Linux [cmdb_ci_linux_server] and Windows Server [cmdb_ci_win_server] classes, which reclassification operation occurred?

- A. Class Upgrade

- B. Class Downgrade

- C. Class Switch

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Which ServiceNow solution creates automatic relationships?

- A. IntegrationHub ETL

- B. Discovery

- C. Workflow Studio

- D. Service Mapping

Suggested Answer: *D*

Community vote distribution

B (100%)

Mirek10 4 days, 9 hours ago

Selected Answer: B

I think the correct answer is B, not D.

upvoted 2 times

The Apache Web Server Identification Rule is configured with the following Criterion attributes:

Class -

Configuration file -

Version -

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 duplication error will occur.

C. The Apache Web Server CI will be reclassified as a Web Server CI.

D. A new Apache Web Server CI is created.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Configuration Management requires an accurate inventory of devices to be reflected in the CMDB.

Which are common use cases for using Agent Client Collector (ACC)? (Choose two.)

    A. Network devices in the DMZ

    B. Devices that intermittently connect to the network

    C. Servers in the data center

    D. Devices in secure environments

Suggested Answer: *BD*

Currently there are no comments in this discussion, be the first to comment!

Configuration Management requires an accurate inventory of devices to be reflected in the CMDB.

Which are common use cases for using Agent Client Collector (ACC)? (Choose two.)

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. Create a new CI class specifically for non-discoverable attributes

B. Use the CMDB Reconciliation Engine to update the attributes

C. Use a scheduled data import to update the attributes from an external source

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP -

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.

Options	Answer Area	Management Tool
Organization-built solution using transform maps	(empty box)	Agent Client Collector
Automated agent-based solution running patterns	(empty box)	Import Sets
Automated agentless solution running Automated agentless solution running patterns	(empty box)	Service Graph Connector
Third-party integrations from other vendors	(empty box)	ServiceNow Discovery
Pre-built store integration solutions that require minimal customization		

Suggested Answer:

Currently there are no comments in this discussion, be the first to comment!

When integrating data into the CMDB using import sets and transform maps, which type of script is added to ensure the data is processed through the IRE?

A. onBefore

B. onComplete

C. onStart

D. onAfter

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

The following Reconciliation Rules were configured for ServiceNow, Altiris, and SCCM:

Discovery Source	Class	Priority
ServiceNow	Windows Server [cmdb_ci_win_server]	100
Altiris	Windows Server [cmdb_ci_win_server]	200
SCCM	Windows Server [cmdb_ci_win_server]	300

Which are true? (Choose two.)

A. Data collected with a discovery source of SCCM can update any record in the Windows Server [cmdb_ci_win_server] table because it has the highest priority number.

B. Data collected with a discovery source of ServiceNow can insert new records into the Windows Server [cmdb_ci_win_server] table, but cannot update records created by Altiris or SCCM.

C. Data collected with a discovery source of Altiris can update records inserted by SCCM into the Windows Server [cmdb_ci_win_server] table.

D. Data collected with a discovery source of SCCM can be inserted as new records in the Windows Server [cmdb_ci_win_server] table.

Suggested Answer: *CD*

Community vote distribution

CD (100%)

🗆 👤 **Mirek10** 4 days, 8 hours ago

Selected Answer: CD

I guess C and D.

upvoted 2 times

🗆 👤 **7AJ7** 5 days, 16 hours ago

Selected Answer: CD

C, D are the correct answer

upvoted 3 times

A CMDB Administrator has installed a Service Graph Connector and customized a script transform.

What will happen on subsequent upgrades if the default definition of the script transform is updated?

A. A skipped change is created and no change is made the script transform definition.

B. The Service Graph Connector upgrade refuses to start.

C. The upgrade stops and reports an error.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

Which CMDB Health Dashboard scorecard displays this information?

- A. Correctness

- B. Compliance

- C. Completeness

Suggested Answer: *A*

Community vote distribution

A (100%)

🗖 **7AJ7** 3 days, 10 hours ago

Selected Answer: A

Staleness rules are in Correctness.

upvoted 2 times

🗖 **a2e6f61** 1 week ago

Selected Answer: A

Answer is A

upvoted 4 times

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

What is the preferred way to manage this task?

    A. My Tasks in the Application Navigator

    B. The de-duplication task module

    C. The de-duplication dashboard on the CMDB workspace

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

A CMDB Administrator identifies duplicate CIs. One was created by a manual import, and the other one 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?

    A. Retain the manually imported CI, and delete the discovered CI

    B. Merge the two CIs automatically, retaining all attributes from 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

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A CMDB Administrator wants to remove all Linux Servers in the organization that have not been updated in six months.
Which recommended action does the Administrator take in Data Manager?

A. Create a business rule

B. Create an archive policy

C. Create a scheduled job

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

The CMDB Administrator group aims to display meaningful results on the CMDB Health Dashboard Compliance Scorecard for server records that are not on the latest patch.

What must be configured to achieve this goal?

    A. Certification Policies, Data Filters, Scheduled Jobs

    B. Stale, Orphan, Duplicate

    C. Certification Filter, Certification Template, Audit

    D. Technical Service Offerings, Dynamic CI Groups, CMDB Groups

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

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. Completeness

B. Compliance

C. Correctness

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

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

      D. Attestation can be assigned to a Group or an individual, while Data Certification can only be assigned to an individual.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *A*

Community vote distribution

C (100%)

👤 **a2e6f61** 6 days, 5 hours ago

Selected Answer: C

Answer is C

upvoted 1 times

Configuration Management needs to ensure data quality for all CIs in the CMDB.

What areas of data quality for CIs are in the CMDB Health Dashboard? (Choose two.)

- A. Missing CIs

- B. State CIs

- C. Duplicate CIs

- D. Downgraded CIs

- E. Upgraded CIs

Suggested Answer: *AC*

Community vote distribution

BC (100%)

☐ 👤 **a2e6f61** 6 days, 5 hours ago

Selected Answer: BC

Answer is B & C

upvoted 4 times