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NEW QUESTION: 1
A CMDB Administrator has installed aService Graph Connectorand customized ascript transform.
What will happen on subsequent upgrades if thedefault definition of the script transform is updated?
A. The upgrade stops and reports an error
B. A skipped change is created and no change is made to the script transform definition
C. The Service Graph Connector upgrade refuses to start
Answer: B (LEAVE A REPLY)
InServiceNow, Service Graph Connectors deliver data ingestion patterns usingprotected, upgrade-safe artifacts, including script transforms. When a customercustomizesa script transform provided by a Service Graph Connector, ServiceNow follows standardupdate set and upgrade behaviorto protect customer customizations.
During a subsequent upgrade, if theout-of-box (default) script transform definition changes, ServiceNowdoes not overwrite the customized version. Instead, the platform records askipped change, indicating that an update was available but intentionally not applied due to a local customization. This ensures customer-specific logic is preserved while still maintaining transparency about what changed in the newer release.
Option A is incorrect because upgrades do not halt due to customized transforms. Option C is also incorrect because Service Graph Connector upgrades proceed normally; they do not refuse to start because of customizations.
This behavior aligns with Data Foundations best practices:avoid modifying OOTB content when possible, but when customization is necessary, ensure it is protected during upgrades. Administrators should review skipped changes after upgrades to decide whether to manually adopt new OOTB logic.
Therefore, the correct answer isB - A skipped change is created and no change is made to the script transform definition.

NEW QUESTION: 2
What ensuresdata volume in the CMDB is manageable?
A. Business Rules
B. Scheduled Jobs
C. Archive Policies
Answer: C (LEAVE A REPLY)

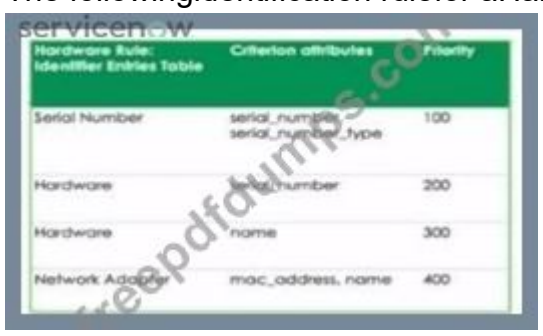
Managing CMDB data volume is a keyData Foundations governanceobjective. Over time, CMDBs naturally accumulate retired, obsolete, or decommissioned CIs. If these records are not properly managed, they degrade CMDB performance, reduce reporting accuracy, and negatively impact discovery reconciliation and health scores.
Archive Policiesare the mechanism designed to address this challenge. They definewhen CI records should be archived or deletedbased on lifecycle state, age, or retention requirements. By automating archival and cleanup, archive policies ensure that onlyrelevant, active CIsremain in the operational CMDB, keeping data volume manageable and performant.
Business Rules (Option A) are used to enforce logic during record creation or updates, not for long-term data volume control. Scheduled Jobs (Option B) may execute tasks, but without archive policies they have no governance logic to determinewhatshould be removed or retained.
Archive policies work in conjunction withCMDB Data Managerto enforce lifecycle-based retention and cleanup, making them the correct and verified answer.
Therefore,Option C - Archive Policiesis correct.

NEW QUESTION: 3
(Choose two)
A CMDB Administrator is leveraging CI data as part of anIntegrated Risk Management (IRM)implementation and theEntity Scopingprocess. The Administrator wants to leverage theCSDM Data Foundations Dashboard playbooks under the Run tab.
WhichCSDM relationshipsare leveraged using the CSDM playbooks?
A. Business Applications that have their relationships to Information Objects
B. Locations that have established parent records
C. Business Applications that have relationships to Application Services
D. Logical CIs that have relationships with Information Objects
Answer: (SHOW ANSWER)
TheRuntab in theCSDM Data Foundations Dashboardfocuses on enablingoperationalized, risk-aware use cases, includingIntegrated Risk Management (IRM)andEntity Scoping. These use cases require organizations to understandwhat data is processed,where it resides, andwhich technical components are involved, rather than only service impact for ITSM.
Information Objectsplay a central role at this stage.
Option Ais correct becauseBusiness Applications related to Information Objectsallow organizations to identifywhat types of data (PII, PCI, PHI, regulated data)are processed by each business application. This relationship is essential forrisk classification, regulatory compliance, and audit scopingin IRM. Without it, risk assessments lack data sensitivity context.
Option Dis also correct becauseLogical CIs (such as databases, schemas, or data stores) related to Information Objectsestablishwhere sensitive data is stored or processedat a technical level. This enables IRM to trace risk from business context down to technical exposure, supporting control testing, issue management, and remediation prioritization.
Option B (Location hierarchy) supports foundational data quality but does not directly enable risk or entity scoping. Option C (Business Applications to Application Services) is critical forservice impact and Change
/Incident Management, but it is more aligned toservice operationsrather thanrisk and data-centric scoping, which is the focus of the Run playbooks for IRM.
Therefore, the correct answers areA and D, as they directly supportIRM entity scoping, regulatory analysis, and risk visibilitythrough CSDM-aligned data modeling.

NEW QUESTION: 4
When integrating data into the CMDB usingImport Sets and Transform Maps, which type of script is added to ensure the data is processed through theIdentification and Reconciliation Engine (IRE)?

A. onBefore
B. onComplete
C. onAfter
D. onStart
Answer: C (LEAVE A REPLY)
When usingImport Sets and Transform Mapsto ingest data into the CMDB, it is critical that records are processed through theIdentification and Reconciliation Engine (IRE)to prevent duplicates and enforce source precedence. InServiceNow, this is achieved by invoking the IREafterthe transform logic has completed.
TheonAftertransform script is the correct place to call the IRE API. At this stage, the transformed data has already been mapped and prepared, allowing the IRE to correctly identify whether a CI already exists and reconcile updates according to defined rules.
TheonBeforeandonStartscripts execute too early-before data mapping is complete-making them unsuitable for IRE processing. TheonCompletescript runs after the entire import job finishes and is not intended for per- record CI identification and reconciliation.
Because Import Sets can bypass IRE if not configured correctly, using anonAfter scriptis a critical Data Foundations safeguard when this ingestion method is chosen.
Therefore, the correct answer isC - onAfter.

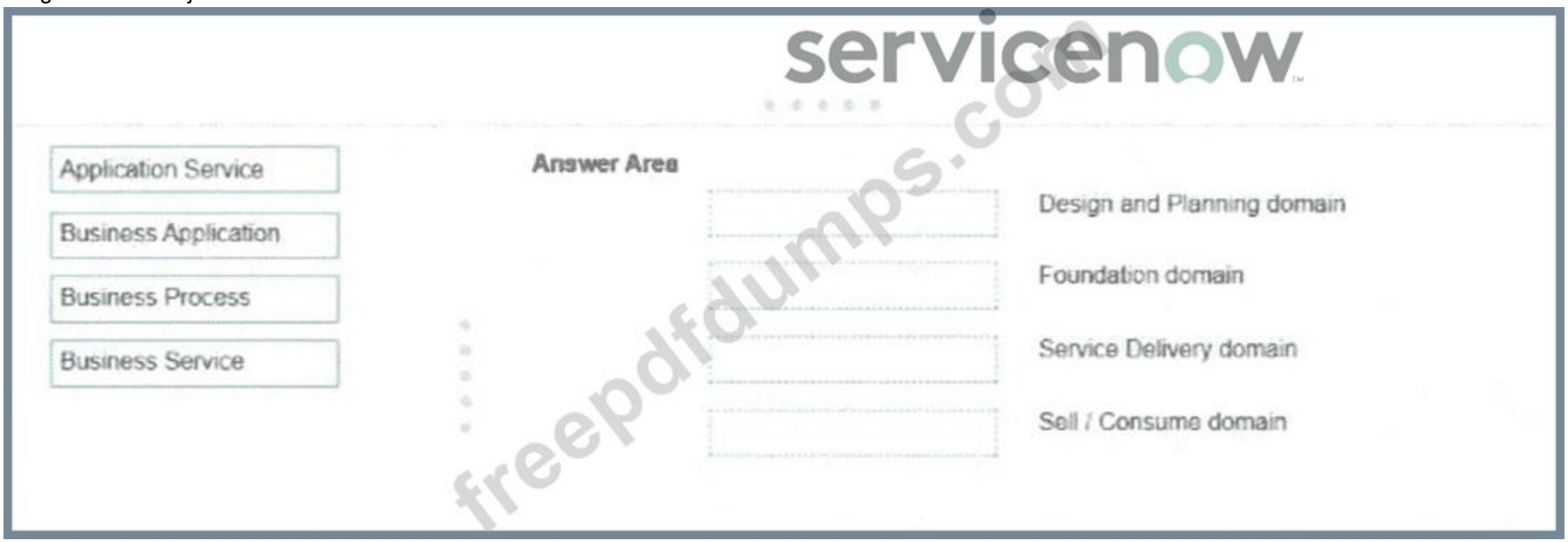
NEW QUESTION: 5
The followingidentification rulefor aHardware CI classhas been defined



Two new CI records are imported into theHardwareclass of the CMDB:
CI1: Thenameof this CI record matches the name of an existing CI record in the CMDB.
CI2: TheIP addressof 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 theIdentification and Reconciliation Engine (IRE)evaluates incoming CI data againstIdentification Rulesand theirpriority orderinServiceNow.
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 beidentified and matched, the incoming record must satisfyone complete identifier entryexactly as defined for that class.
CI1 (Name match only)
Although thenamematches an existing Hardware CI,name aloneis alow-priority identifier (300)and isnot sufficientto uniquely identify a Hardware CI unless no higher-priority identifiers existandthe identifier entry criteria are fully satisfied. In practice, Hardware identification relies onserial number-based identifiers, not name-only matching, to avoid false positives. Therefore, CI1cannot be confidently matchedand is inserted as anew record.
CI2 (IP address match)
IP address is not part of any Hardware identification ruleshown. IP address is typically used for discovery correlation or network relationships, not as a primary Hardware identifier. Since no identifier entry includes IP address, CI2does not match any valid identification ruleand is also inserted as anew record.
Becauseneither CI satisfies a valid identifier entry,both records are inserted as new CIs.

NEW QUESTION: 6
A CMDB Owner starts theCSDM journeyand needs to become familiar with theCSDM domains.
Drag theCMDB objectsto the correctCSDM domains.



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

TheCommon Service Data Model (CSDM)organizes CMDB data into domains that reflect how services areplanned, 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 describehow the business operatesand 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 representwhat applications existandwho owns them. They anchor ownership, lifecycle, and governance but are not directly operational.

Service Delivery domain # Application Service

Application Services representrunning, operational technical services(often created via Service Mapping).

They are central to Incident, Change, and Event Management, making them part of Service Delivery.

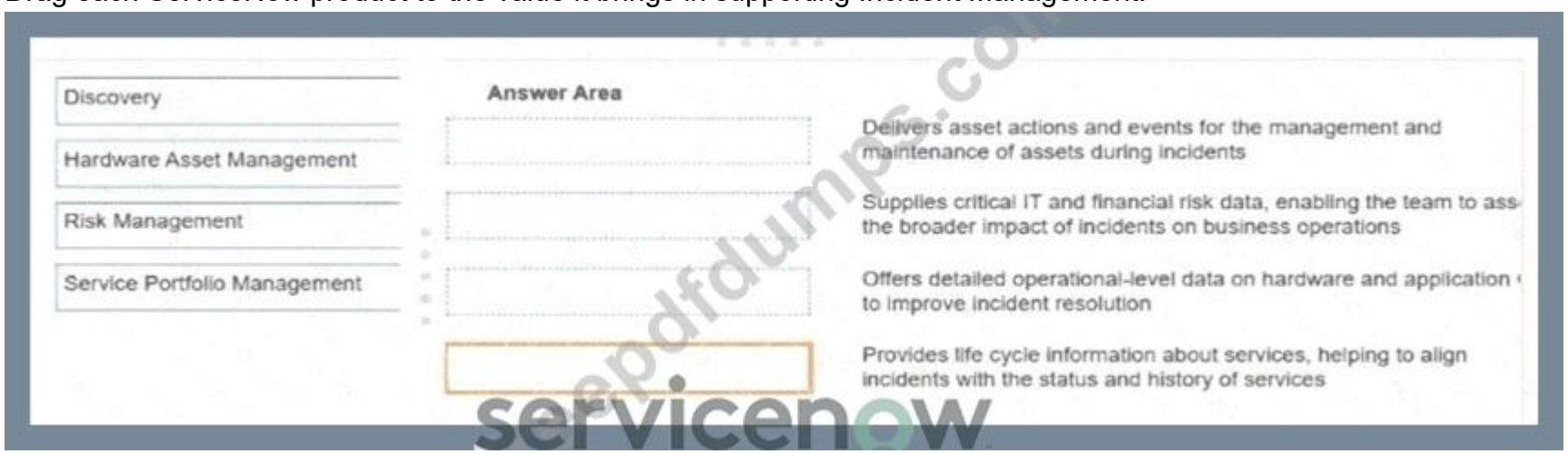
Sell / Consume domain # Business Service

Business Services representwhat 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 withCSDM v5 guidanceand ensures clear separation betweenplanning constructs, foundational records, operational services, and consumer-facing services-a key principle for a scalable and governed CMDB.

NEW QUESTION: 7
ACMDB Data Managerneeds to access the ServiceNow platform tocreate, publish, and manage policiesthat automate and governCI 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)
TheCMDB Data Managerperforms governance activities such ascreating, publishing, and managing lifecycle policies(archival, certification, attestation, cleanup) to ensure long-term CMDB health. These activities are executed within theCMDB Workspace, specifically under theManagement 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: 8
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.



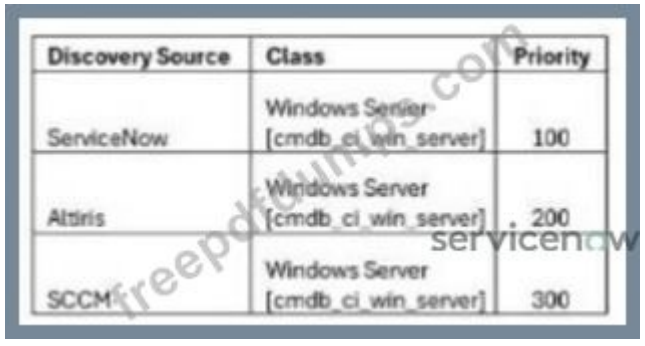
Answer:

Explanation:

ServiceNow Product	Value to Incident Management
Discovery	Offers detailed operational-level data on hardware and application CIs to improve incident resolution
Hardware Asset Management	Delivers asset actions and events for the management and maintenance of assets during incidents
Risk Management	Supplies critical IT and financial risk data, enabling the team to assess the broader impact of incidents on business operations
Service Portfolio Management	Provides lifecycle information about services, helping to align incidents with the status and history of services

Enhancing Incident Management inServiceNowoften involves integrating complementary products that enrichcontext, prioritization, and decision-making.
Discoverystrengthens 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 intobusiness and financial risk exposure, helping teams prioritize incidents based on potential regulatory, safety, or financial impact.
Service Portfolio Management (SPM)connects incidents to theservice 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 acontext-rich, business-aligned capability.

NEW QUESTION: 9
(Choose 2 options)
The followingReconciliation Ruleswere configured forServiceNow, Altiris, and SCCMfor theWindows Server (cmdb_ci_win_server)class:



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 statements aretrue?

A. Data collected with a discovery source ofAltiriscan update records inserted bySCCMinto the Windows Server table.

B. Data collected with a discovery source ofServiceNowcan insert new records into the Windows Server table, but cannot update records created by Altiris or SCCM.

C. Data collected with a discovery source ofSCCMcan be inserted as new records in the Windows Server table.

D. Data collected with a discovery source ofSCCMcan update any record in the Windows Server table because it has the highest priority number.

Answer: A,C (LEAVE A REPLY)

This question tests understanding ofreconciliation source priorityin theIdentification and Reconciliation Engine (IRE)inServiceNow.

In reconciliation rules,lower numeric values represent higher priority. Therefore, the priority order is:

ServiceNow (100)- highest authority

Altiris (200)

SCCM (300)- lowest authority

Why A is correct

BecauseAltiris (200)hashigher priority than SCCM (300), data from Altiriscan update records originally inserted by SCCM. This is exactly how reconciliation precedence works-higher-priority sources can overwrite lower-priority ones.

Why C is correct

SCCM, even though it has thelowest priority, is still anauthorized discovery source. Itcan insert new recordsinto the Windows Server table when no existing CI is identified. Priority only affectsupdates, not the ability to create records.

Why B is incorrect

ServiceNow (priority 100)can update records from Altiris and SCCMbecause it has the highest priority. The statement incorrectly claims it cannot.

Why D is incorrect

SCCM doesnothave the highest authority. Ahigher numeric value means lower priority, so SCCM cannot update records created by higher-priority sources.

NEW QUESTION: 10

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.

Answer:

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

InServiceNow, duplicate CI management spansdetection, insight, and remediation:
TheCMDB Health Dashboard - Correctnesssurfaceswhere duplicates existand their impact, providing visibility and prioritization.
Certification Taskssupportgoverned resolution, allowing assignment to individuals or groups to validate and correct data.
De-duplication Templatesenablebulk remediation, ideal when standardized merge rules can be applied across many duplicates.
TheDuplicate CI Remediatoroffers aguided, record-by-record wizard, preserving relationships and history for safer individual resolutions.
De-duplication Tasksare the work items generated by these processes, but they do not themselves represent an outcome-hencenot applicable.
This mapping aligns withCMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

NEW QUESTION: 11
According to theCommon Service Data Model (CSDM), a server team is requesting a catalog item be created for infrastructure requests.
Which role is involved ininitiating the request and defining requirements?
A. Application Service Owners
B. Technology Service Owners
C. Enterprise Architect
Answer: B (LEAVE A REPLY)
In CSDM,Technology Services(and their Service Offerings) representhow technical capabilities are delivered and consumedby internal teams. When a server team requests a catalog item for infrastructure services (e.g., VM provisioning, storage, OS builds), the role responsible forinitiating the request and defining requirementsis theTechnology Service Owner.
Technology Service Owners understand the operational capabilities, constraints, SLAs, and fulfillment workflows required to deliver infrastructure services. They define catalog requirements such as options, approvals, fulfillment tasks, and guardrails-ensuring the request aligns with standardization, security, and operational readiness.

Application Service Ownersfocus on how applications are delivered and supported, not on defining infrastructure catalog items.Enterprise Architectsprovide standards and guidance but do not initiate or define catalog request requirements.
Thus, the correct role isB - Technology Service Owners.

NEW QUESTION: 12
A CMDB Administrator wants to improvedata 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 improvedata quality related to CSDM, the most effective and prescribed action is to use theCSDM Data Foundations Dashboard.
InServiceNow, this dashboard is purpose-built to assess and improveCSDM alignment, not just general CMDB hygiene.
The CSDM Data Foundations Dashboard focuses onservice modeling readiness, highlighting gaps such as missing service ownership, incomplete relationships between Business Applications and Application Services, unmanaged services, and misaligned lifecycle states. It providesGet Well Playbooksthat guide administrators through structured remediation using Analyze Data, Fix Data, and Govern Data plays-directly tied to CSDM outcomes.
Option C (default CMDB Health Dashboard) is valuable, but it measuresgeneric CMDB data quality dimensions(completeness, correctness, compliance) and does not specifically evaluateCSDM constructs or service modeling maturity. Option B (ServiceNow Health Scan) provides platform-wide configuration and performance recommendations, but it is not focused on CMDB or CSDM data quality.
Therefore, to improveCSDM-specific data quality, the administrator should use theCSDM Data Foundations Dashboard, makingOption Athe correct answer.

NEW QUESTION: 13
A CMDB Manager wants to improve data quality using theCMDB Health Dashboard.
What needs to happen to generate CMDB health scores?
A. The scheduled jobs for the CMDB Health Dashboard must be activated
B. Nothing, CMDB health scores are calculated by default
C. The plugin, CMDB health calculation, needs to be installed
Answer: (SHOW ANSWER)
InServiceNow, theCMDB Health Dashboarddoes not calculate health scores in real time by default. Instead, health scores are generated and refreshed byscheduled calculation jobsthat evaluate CI data against defined health rules across the dimensions ofcompleteness, correctness, and compliance.
To generate and maintain CMDB health scores, thescheduled jobs for CMDB Health must be active. These jobs periodically scan the CMDB, apply health rules (for example, required attributes populated, lifecycle status compliance, certification results), and calculate scores that are displayed on the dashboard and scorecards. Without these scheduled jobs running, the dashboard cannot produce current or meaningful health metrics.
Option B is incorrect because CMDB health scoring isnot automatic or real-time; it depends on scheduled processing. Option C is also incorrect because CMDB Health is part of the core CMDB/Data Foundations capability in ServiceNow and does not require a separate "CMDB health calculation" plugin to be installed in modern implementations.
Activating and maintaining these scheduled jobs ensures that health scores remain accurate, trendable over time, and useful for governance decisions. This is a foundational requirement for using the CMDB Health Dashboard as a data quality improvement tool.
Therefore, the correct answer isA - The scheduled jobs for the CMDB Health Dashboard must be activated.

NEW QUESTION: 14
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 anIncident formis automatically populated after a CI is selected that references an appropriate support group?
A. Managed by Group
B. Approval Group
C. Assignment Group
D. Change Group
E. Support Group
Answer: C (LEAVE A REPLY)
In a mature CMDB implementation withinServiceNow, CI operational attributes are leveraged toautomate ITSM workflows. One of the most important outcomes of accurate Configuration Management isautomatic incident routing.
When a CI is selected on an Incident record, ServiceNow evaluates the CI'sSupport Groupattribute. If populated correctly, the platform automatically copies this value into theAssignment Groupfield on the Incident. This ensures incidents are routed to the correct resolver group without manual triage, reducing mean time to resolution (MTTR).
TheSupport Groupis a CI attribute, not an incident field that drives workflow directly. TheAssignment Groupis the operational field used by Incident Management to assign ownership. Managed by Group, Approval Group, and Change Group are used in other governance and lifecycle contexts and are not auto- populated during incident creation.
This behavior is a direct result of Data Foundations best practices: maintaining accurate CI-to-support-group relationships to enableautomation and consistencyacross ITSM processes.
Therefore, the correct answer isC - Assignment Group.

NEW QUESTION: 15
Which type ofCMDB Data Manager policycreates tasks that allow the assigned individual toupdate 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: 16
A healthcare provider faces a critical incident affecting itspatient management system. The provider needs to identify theusers impactedto mitigate disruption effectively.
WhichCSDM-related datashould they leverage?
A. Incident history of similar CIs
B. Service Offerings by Department or Location
C. Service environment attribute
D. Affected CI [task_ci] related list
Answer: (SHOW ANSWER)
In a healthcare environment, identifyingwho is impactedduring a critical incident is essential to patient safety and continuity of care. Within theCommon Service Data Model (CSDM), the most effective way to determine impacted users is throughService Offerings, particularly when they are definedby department or location.
Service Offeringsrepresent how a service is consumed by specific user groups. In this case, a patient management system may have different offerings for departments such as Emergency, Inpatient Care, or Outpatient Services, or be scoped by hospital location. These offerings explicitly defineconsumer context, allowing incident responders to immediately identify which clinicians, staff, or facilities are affected.
Option D (Affected CI related list) identifies technical impact but does not translate that impact intouser or consumer context. Option A provides historical insight but does not identify current impacted users. Option C (service environment) helps differentiate production vs non-production but does not identifywhois impacted.
By leveragingService Offerings by Department or Location, the provider can quickly notify the right users, prioritize response based on clinical impact, and coordinate mitigation effectively-aligning with CSDM and ITIL best practices.
Therefore, the correct answer isB - Service Offerings by Department or Location.

NEW QUESTION: 17
A CMDB Administrator has been tasked with gathering information for a presentation to leadership. The Administrator needs to provideDuplicate CI,Orphan CI, andStale CImetrics.
Whichscorecardprovides this information on theCMDB Health Dashboard?
A. Compliance
B. Correctness
C. Completeness
Answer: (SHOW ANSWER)
On theCMDB Health DashboardinServiceNow, health metrics are grouped into three primary scorecards:
Completeness, Correctness, and Compliance. Each scorecard focuses on a distinct aspect of data quality.
Duplicate CIs,Orphan CIs, andStale CIsare all indicators ofdata accuracy and reliability, which fall under theCorrectnessscorecard.
Duplicate CIsindicate multiple records representing the same real-world item.

Orphan CIsare missing required relationships.
Stale CIshave not been updated within an expected timeframe.
All three conditions reflect whether the CMDB data iscorrect and trustworthy, not whether it is complete or policy-compliant.
TheCompletenessscorecard focuses on missing required attributes or relationships. TheCompliancescorecard evaluates adherence to policies such as certifications, lifecycle rules, or patch compliance.
Since leadership reporting typically focuses ontrust and accuracy of CMDB data, theCorrectness scorecardis the authoritative source for these metrics.
Therefore, the correct answer isB - Correctness.

NEW QUESTION: 18
(Choose 2 options)
A Configuration Management Process Owner is preparing solution options for presentation to technical governance for ingestingcustom CIsinto the CMDB.
The solution must align withbest practices, minimizefuture technical debt, and ensureupgrade compliance.
Which solutions accomplish this?
A. Repurposing a base CI class and renaming attributes as required
B. Installing or upgrading theCMDB CI Class Models Storeapplication to find a suitable existing CI class accommodating any new attributes
C. Extending the existingAssetclass table to custom CI class attributes
D. Extending an existing CI class table to accommodate the custom CI class attributes
Answer: B,D (LEAVE A REPLY)
InServiceNow, ingesting custom CIs must be done with a strong focus onupgrade safety, governance, and long-term maintainability. Data Foundations guidance explicitly discourages repurposing or overloading base classes, as this creates technical debt and upgrade risk.
Option Bis a best practice because theCMDB CI Class Models Storedelivers ServiceNow-supported CI classes that align with platform evolution. Before creating or extending classes, administrators should verify whether a suitable class already exists or has been introduced in newer releases. This avoids duplication and ensures future compatibility.
Option Dis also correct. When no suitable class exists, extending anexisting CI class(under the appropriate parent) to add required attributes preserves inheritance, discovery behavior, reporting, and upgrade compatibility. This approach is preferred over creating entirely new, disconnected schemas.
Option A is incorrect because repurposing base classes and renaming attributes breaks standard semantics, causes confusion, and complicates upgrades.
Option C is incorrect because extendingAssettables to represent CIs conflates ITAM and CMDB concerns; assets and CIs serve different purposes and lifecycles.
Therefore, the solutions that minimize technical debt and ensure upgrade compliance areB and D.

NEW QUESTION: 19
A CMDB Administrator wants to remove allLinux Serversin the organization that havenot been updated in six months.
Whichrecommended actionshould 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.
InServiceNow, the recommended and governed approach is to use anarchive policy.

Archive policiesare designed to manageCI lifecycle cleanupbased on defined conditions such as class, last updated date, lifecycle status, or operational state. In this scenario, the condition would targetLinux Server CIsthat 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 abusiness rule(Option A) is strongly discouraged for bulk CMDB cleanup because it introduces technical debt, upgrade risk, and unpredictable side effects. Ascheduled job(Option C) may automate execution but lacks governance logic and lifecycle awareness on its own.
Archive policies integrate withCMDB Data Manager, provide visibility into actions taken, and support approval and rollback where appropriate. This aligns fully with Data Foundations best practices for maintaining alean, accurate, and trusted CMDB.
Therefore, the correct and recommended action isB - Create an archive policy.

NEW QUESTION: 20
A Configuration Manager needs to leverage a policy type toautomate the creation and assignment of tasks to validate the existence of CIs.
Which policy type should be used to accomplish this goal?
A. Certification
B. Delete
C. Retire
D. Attestation
Answer: (SHOW ANSWER)
InServiceNow, validating whether Configuration Items (CIs) still exist is a coreCMDB governanceactivity.
Over time, environments change rapidly-servers are decommissioned, cloud resources are torn down, and applications are replaced. If existence validation is not enforced, the CMDB quickly fills with obsolete or
"ghost" CIs.
Attestation policiesare specifically designed to address this need. An attestation policy automatically generates and assigns tasks to responsible users or groups, asking them toconfirm that a CI still exists and is still relevant. This process focuses on acknowledgment rather than deep data validation, making it lightweight and scalable across large CMDBs.
Certification policies (Option A) are used whenspecific attributes must be validated, such as lifecycle status, support group, or environment. While important for data correctness, certification is not intended solely to confirm CI existence. Delete (Option B) and Retire (Option C) policies are lifecycle actions that remove or transition records, but they do not validate existence before taking action.
Attestation integrates cleanly with CMDB Workspace, assigns tasks automatically, and supports auditability- ensuring accountability for CI ownership. This makes it the correct and Data Foundations-aligned policy type for validating CI existence.
Therefore,Option D - Attestationis the correct answer.

NEW QUESTION: 21
A CMDB Administrator wantsonly the CIs of Principal Classesto appear inCI reference fields, such as the CI reference field on anIncident form.
Where does the CMDB Administrator designatePrincipal Classes?
A. CMDB Workspace
B. CI Class Manager
C. System Properties
D. CMDB Data Manager
Answer: B (LEAVE A REPLY)
Principal Classesare a key CMDB configuration concept used to controlwhich CI classes are selectable in reference fieldsacross ITSM processes. This helps reduce noise, prevent incorrect CI selection, and improve data quality.

InServiceNow, Principal Classes are designated within theCI Class Manager. This tool allows CMDB administrators to manage the CI class hierarchy, define ownership, and explicitly mark classes asprincipal.
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 theCI 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 isB - CI Class Manager.

NEW QUESTION: 22
A CMDB Administrator is using theDuplicate CI Remediatorto address a de-duplication task. On thefirst tab of the wizard, theMain CIis selected.
Whichattributes are used to identify the Main CI?(Choose two)
A. Oldest Created
B. Most Related Items
C. Newest Created
D. Least Related Items
Answer: A,B (LEAVE A REPLY)
InServiceNow, theDuplicate CI Remediatoris a governed tool designed to safely resolve duplicate Configuration Items while preserving themost valuable and authoritative record. The first step in the remediation wizard is identifying theMain CI, which will be retained after remediation.
ServiceNow uses two primary attributes to help determine the best candidate for theMain CI:
Oldest Created (Option A)
The oldest CI is often preferred because it typically has alonger 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.
Most Related Items (Option B)
A CI with themost relationships(for example, links to applications, services, incidents, or other CIs) is generally the most valuable from abusiness and operational contextperspective. Preserving these relationships is critical for impact analysis, Change Management, and CSDM-aligned service modeling.
Options C (Newest Created) and D (Least Related Items) are not used as selection criteria because newer or weakly-related CIs typically contain less historical and relational value and are better candidates for removal or merging.
By prioritizingOldest CreatedandMost Related Items, the Duplicate CI Remediator aligns withCMDB Data Foundations best practices, ensuring minimal data loss, preserved business context, and safer de-duplication outcomes.
Therefore, the correct answers areA and B.

NEW QUESTION: 23
A Change Manager aims to streamline ITSM processes by automatically populating fields on theChange formwhen a CI is selected. The Configuration Management team ensures that theChange Groupfield is populated for all managed CIs.
As a result, whichbase system field on the Change formwill be automatically populated after selecting a CI?
A. Change Group
B. Assignment Group
C. Managed by Group
D. Approval Group
Answer: A (LEAVE A REPLY)

In a mature Configuration Management implementation withinServiceNow, CI operational attributes are leveraged to automateChange Management workflowsand reduce manual effort.
When a CI is selected on aChange record, ServiceNow evaluates the CI'sChange Groupattribute. If this field is populated on the CI, the platform automatically copies its value into theChange Group field on the Change form. This ensures that change ownership and governance are immediately aligned with the responsible technical team.
TheChange Groupis distinct from theAssignment Group, which is used primarily in Incident and Task routing.
Managed by Grouprepresents lifecycle ownership and is used by CMDB governance tools, whileApproval Groupcontrols approval workflows but is not auto-populated from CI selection.
This behavior demonstrates the value of accurate CI attributes: once populated consistently, they enableautomatic field population, reduced manual errors, and faster processingacross ITSM workflows.
Therefore, the correct answer isA - Change Group.

NEW QUESTION: 24
In a company, there is a need to understand theCSDM maturity levelrequired. Different stakeholders listed several use cases they expect over time.
Which use caserequires information objects?
A. The Asset Management team wants to understand asset lifecycle compliance in a Business Application context
B. The Event Operations team wants to automate their events into incidents for operational actions
C. The Customer Service team wants to onboard proactive case management
D. The SecOps team wants to understand the operational risk in the Business Application context
E. The Business Service Management team wants to understand the operational impact for their consumer parties
Answer: A (LEAVE A REPLY)
Within theCommon Service Data Model (CSDM),information objectsare used to representnon-CI data entitiesthat provide important business or governance context but are not configuration items themselves.
These objects are especially important when extending service visibility beyond pure infrastructure and application relationships.
The use case described inOption A-understandingasset lifecycle compliance in a Business Application context-explicitly requires information objects. Asset lifecycle data (such as financial state, depreciation, warranty, and compliance milestones) is typically managed in IT Asset Management (ITAM) and must beassociated to Business Applicationswithout converting every asset-related data point into a CI. Information objects enable this linkage while maintaining clean CMDB boundaries.
Option B focuses on event-to-incident automation, which relies onCIs, technical services, and operational relationships, not information objects. Option C (proactive case management) is primarily aCSM and service offeringuse case. Option D (SecOps risk context) relies onapplication services and business application relationships, not information objects. Option E (business service impact) is addressed throughservice modeling and service mapping, again without requiring information objects.
Information objects are introduced as organizations mature and need to integrategovernance, financial, or compliance datawith service and application models-making asset lifecycle compliance the correct match.
Therefore, the correct answer isA.

NEW QUESTION: 25
A Configuration Management Governance team is transitioning from utilizinglegacy CMDB status fieldstoCSDM 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) toCSDM-aligned lifecycle status fields, the goal is tomap old values to standardized lifecycle stageswithout disrupting existing processes. InServiceNow, this is achieved through theLife Cycle Mappingtable.
TheLife Cycle Mappingtable is specifically designed to translatelegacy or custom status valuesintoCSDM 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 asPlan, Build, Deploy, Operate, and Retire.
TheLife Cycle Stagestable (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 theLife Cycle Mappingtable, makingOption Bthe correct answer.

NEW QUESTION: 26
(Choose 2 options)
A Change Manager wants to gain value fromCSDM.
How will theChange Managementprocess benefit from CSDM?
A. Identify blackout windows
B. Determine the root cause of the change issue
C. Route the change dynamically
D. Understand the impact of the change on services
Answer: A,D (LEAVE A REPLY)
CSDM significantly enhancesChange Managementby providingservice-aware context, enabling better planning, risk assessment, and stakeholder communication.
One key benefit is the ability toidentify blackout windows(Option A). Through CSDM-alignedBusiness Services, Service Offerings, and service calendars, Change Managers can clearly see when services are unavailable for change due to business constraints, regulatory requirements, or peak usage periods. This helps prevent changes from being scheduled during high-risk windows.
Another critical benefit is the ability tounderstand the impact of the change on services(Option D). CSDM establishes clear relationships between infrastructure CIs, Application Services, and Business Services. When a change is proposed, these relationships enable accurateimpact analysis, allowing Change Managers to assess risk based on business criticality rather than just technical scope.
Option B (root cause determination) is primarily aProblem Managementfunction. Option C (dynamic routing of changes) is driven by workflow and approval logic, not directly by CSDM.
Therefore, the correct answers areA - Identify blackout windowsandD - Understand the impact of the change on services.

NEW QUESTION: 27
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 theCommon Service Data Model (CSDM), the Incident form is designed to captureoperational impactand enableeffective incident routing, prioritization, and communication. To achieve this, CSDM prescribes using classes that representhow 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 thetechnical service that is running in productionand 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 representshow a service is consumed by users or business units. Service Offerings allow Incident Management to understandwho 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) isnotrecommended 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 areApplication ServiceandService Offering, makingOptions A and Cthe correct answers.

NEW QUESTION: 28

(Choose 2 options)

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

What areas ofdata quality for CIsare included in theCMDB Health Dashboard?

A. Downgraded CIs

B. Upgraded CIs

C. Missing CIs

D. Stale CIs

E. Duplicate CIs

Answer: D,E (LEAVE A REPLY)

TheCMDB Health Dashboardis a central component of CMDBData Foundations insight and governance. It measures and tracks data quality using well-defined health indicators that focus on theaccuracy, relevance, and usabilityof CI data.

Two key data quality areas included in the dashboard areStale CIsandDuplicate CIs.

Stale CIs(Option D) refer to configuration items that have not been updated within a defined time window.

These records are risky because they may no longer reflect the current state of the environment, leading to inaccurate impact analysis, poor change decisions, and misrouted incidents. Monitoring staleness helps organizations identify where discovery, integrations, or ownership processes are failing.

Duplicate CIs(Option E) occur when the same real-world asset or service is represented by multiple records.

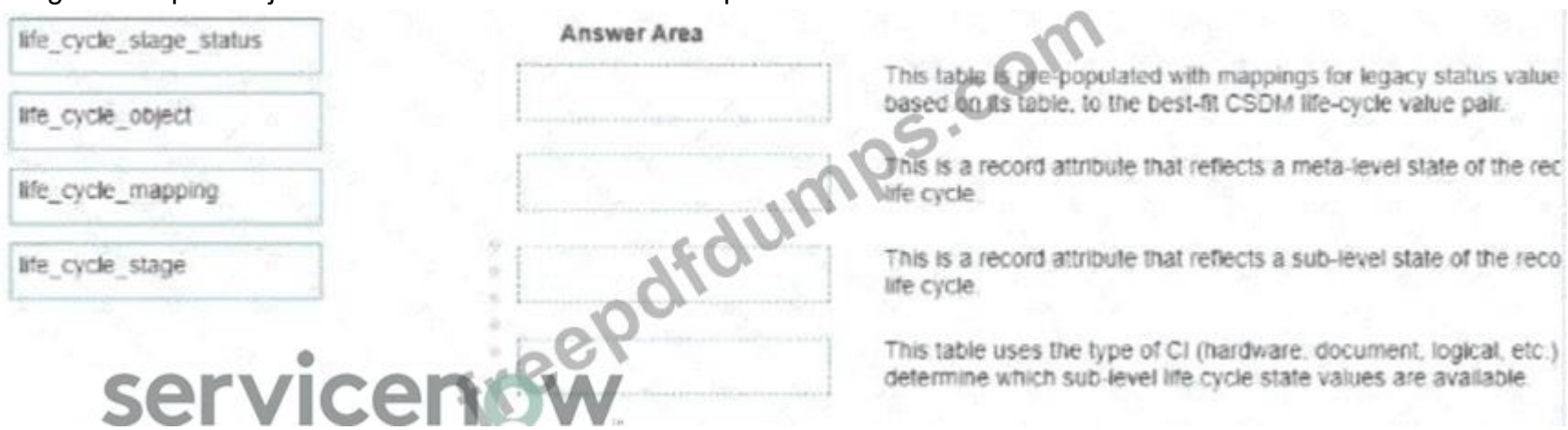
Duplicates undermine trust in the CMDB, distort reporting, and break service mappings. The CMDB Health Dashboard highlights duplicate trends and integrates with de-duplication and remediation workflows to address them.

Options A (Downgraded CIs), B (Upgraded CIs), and C (Missing CIs) are not standard CMDB Health Dashboard quality dimensions. While "missing" data may be inferred through completeness checks,Missing CIsas a category is not directly tracked.

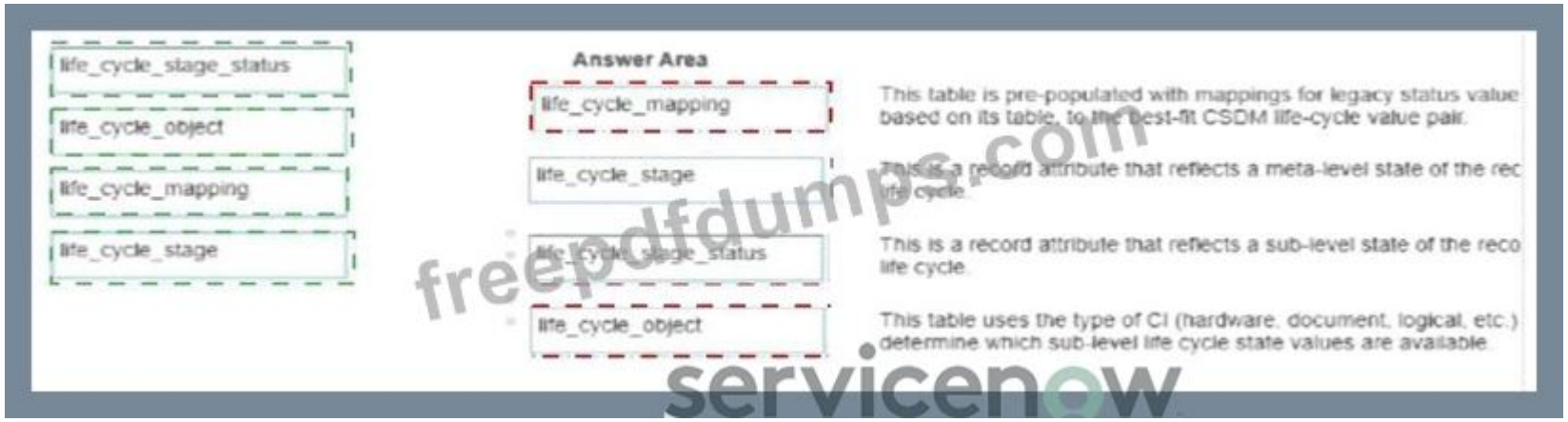
Therefore, the correct answers areD - Stale CIsandE - Duplicate CIs, which are core CMDB Health indicators used to maintain high-quality configuration data.

NEW QUESTION: 29
A CMDB Administrator is comparing the Unified Map to the Service Mapping map.
What are additional capabilities of the Unified Map? (Choose Two)
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 (LEAVE A REPLY)
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.

NEW QUESTION: 30
Some steps need to be taken to transition from usinglegacy CMDB status attributestoCSDM lifecycle objects.
Drag and drop theobjects / attributesto the correctdescriptions.



Answer:



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 toCSDM-aligned lifecycle management, ServiceNow introduces a structured lifecycle framework that separateshigh-level intentfromdetailed operational state.
Life Cycle Stagerepresents themacro phaseof a CI's existence (for example:Plan, Build, Deploy, Operate, Retire).
Life Cycle Stage Statusrefines that phase withgranular, sub-level statesthat vary by CI type.
Life Cycle Objectdetermineswhich lifecycle stages and statuses apply, based on what kind of CI is being managed (hardware, application, document, etc.).
Life Cycle Mappingensures asafe transitionfrom legacy status fields by translating existing values into standardized CSDM lifecycle values-avoiding data loss or process disruption.
Together, these objects enableconsistent 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: 31
A customer's CMDB is aligned to theCSDM Walk stage.
What benefit is provided by the CMDB?
A. Allows for additional stratification of technical teams' support structure along the lines of OLAs and commitments
B. Improves the implementation velocity of APM Foundation for future business application rationalization
C. Enables impact assessments for incident, problem, and change on Business Services
Answer: C (LEAVE A REPLY)
In theCSDM Walk stage, an organization has moved beyond basic data hygiene (Crawl) and has establishedfoundational service models, especiallyBusiness Services and their relationships to underlying technical components. One of the most important and immediate benefits of reaching this stage is the ability to performreliable impact analysisacross ITSM processes.

When Business Services are correctly defined and related to Application Services, applications, and infrastructure CIs, the CMDB becomes adecision-support systemrather than just a data repository. This enablesimpact assessments for Incident, Problem, and Change Management, which is exactly what Option C describes. For example, when an incident is logged against a CI, ServiceNow can automatically determine which Business Services are impacted and who the affected stakeholders are. Similarly, during Change Management, planners can assess downstream risk by identifying which business-facing services could be disrupted.
Option A is more aligned with advanced operational governance and support model optimization, which typically appears later as organizations mature toward theRun stage. Option B relates to Application Portfolio Management (APM) acceleration, which benefits more from accurate application ownership and lifecycle data rather than core Walk-stage service modeling.
Therefore, the correct and CSDM-aligned benefit at the Walk stage isenabling impact assessments for incident, problem, and change on Business Services, makingOption Cthe verified answer.

NEW QUESTION: 32
A CMDB Administrator is implementing Vulnerability Response or Security Incident Response and needs to ensure customers have enough context to estimate risk and set task priorities.
WhichGet Well Playbookfrom theCSDM Data Foundations Dashboardhelps with this?
A. Locations without a Parent Location
B. Application Services with Business Application Relationships
C. Named Product Models without Product Owners
D. Percentage of Custom Status Values for CI Life Cycle Stages
Answer: B (LEAVE A REPLY)
InServiceNow, Vulnerability Response and Security Incident Response rely heavily onbusiness contextto accurately assess risk, prioritize remediation tasks, and communicate impact to stakeholders. From aCSDM (Common Service Data Model)perspective, this context is primarily delivered throughproperly modeled relationships between Application Services and Business Applications.
The"Application Services with Business Application Relationships" Get Well Playbookdirectly addresses this requirement. In CSDM,Application Servicesrepresent the technical, deployable services that run in the environment, whileBusiness Applicationsrepresent the logical applications that support business capabilities.
When these two are correctly related, security teams can clearly understandwhich business processes, customers, and revenue streams are affectedby a vulnerability or security incident.
Without this relationship, vulnerabilities may still be detected, but they lack meaningful prioritization. For example, a critical vulnerability on an application service supporting a revenue-generating or customer-facing business application should be addressed far more urgently than one tied to a low-impact internal tool. This relationship is what enablesrisk-based prioritization, rather than purely technical severity-based prioritization.
The other options do not fulfill this need. Location hierarchy issues (Option A) and CI lifecycle status consistency (Option D) relate more to CMDB hygiene and governance, not security context. Product ownership gaps (Option C) affect accountability but do not directly enable risk estimation during security response.

Therefore,Option Bis the correct and CSDM-aligned Get Well Playbook for ensuring sufficient business context in Vulnerability Response and Security Incident Response workflows.

NEW QUESTION: 33
A Data Center Manager is working with theCMDB CI Class Managerto define the relationship betweenApplication Serversand theApplicationsthey host.
The company has multiple Application Servers that hostone or more Applications.
Which describes the relationship between theApplication Servertable and theApplicationtable?
A. Many-to-many
B. Many-to-one
C. One-to-one
D. One-to-many
Answer: A (LEAVE A REPLY)
In CMDB modeling, accurately defining relationships is critical for impact analysis, service mapping, and Change Management. In this scenario,Application Serverscan hostmultiple Applications, andApplications can also run across multiple Application Servers(for example, in clustered, load-balanced, or distributed architectures).
This architectural reality defines amany-to-many relationshipbetween the Application Server table and the Application table.
InServiceNow, 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.
Therefore, the correct relationship type isA - Many-to-many, which aligns with CMDB best practices and CSDM service modeling principles.

NEW QUESTION: 34
(Choose 2 options)
A CMDB Administrator wants to run the"Services Have Owners Identified"Get Well Playbook to remediate issues shown in theCMDB Data Foundations Dashboard.
Whichremediation playswould be used?
A. Analyze Data
B. Report Data
C. Fix Data
D. Govern Data
Answer: C,D (LEAVE A REPLY)
TheCMDB Data Foundations Dashboardis paired withGet Well Playbooksthat guide administrators through structured remediation. The"Services Have Owners Identified"playbook focuses on closing ownership gaps for services, which is agovernance and data correctionactivity.
Fix Data(Option A) is used tocorrect 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 beenforced 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.
Analyze Data(Option B) is used to understand patterns and root causes, but it does not remediate the issue.

Report Data(Option C) provides visibility and communication, not corrective action.
Therefore, the remediation plays that apply to theServices Have Owners Identifiedplaybook areFix DataandGovern Data, makingOptions A and Dcorrect.

NEW QUESTION: 35
(Choose 2 options)
A CMDB Administrator wants to create aCMDB queryto findall databases located in Seattle that are connected to application services. They also want toinclude incidents related to those databases.
Which actions should be taken to build this query?
A. Add to the canvas theIncidenttable from theNon-CMDB Tableslist
B. Add property columns to theApplication Servicenode
C. Add a filter to theDatabasenode forLocation = Seattle
D. Set the relationship level toup to 2nd-level relationships
Answer: A,C (LEAVE A REPLY)
When building advanced CMDB queries usingCMDB Query BuilderinServiceNow, the correct approach is to modelCI scope,relationships, andtask contextexplicitly on the canvas.
To limit results to databases in a specific location, the administrator mustfilter the Database CI nodeby the Location attribute. Therefore,Option Cis required to scope the query toDatabase CIs where Location = Seattle.
To includeIncidents related to those databases, the Incident table must be added from theNon-CMDB Tableslist and linked through thetask_cirelationship.
This is exactly whatOption Aprovides. CMDB Query Builder separates CMDB tables (CIs) from task and transactional tables, so incidents must be explicitly added from the Non-CMDB section.
Option B is incorrect because property columns on Application Services do not scope databases or incidents.
Option D is unnecessary because relationship depth alone does not include non-CMDB task data and does not filter by location.
Thus, the correct actions areA (add Incident table)andC (filter Database by location).

NEW QUESTION: 36
(Choose 2 options)
Which arevalues of CMDB?
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 (LEAVE A REPLY)
TheCMDBis a foundational capability that enables organizations to operate IT services withconfidence, resilience, and efficiency. Its value lies not in automation for its own sake or financial data management, but in how it supportsservice-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 becauseautomating CI relationship maintenanceis a capability enabled by tools like Discovery and Service Mapping-not a value in itself. Option D is also incorrect becausefinancial data managementis the domain of IT Asset Management (ITAM) and Financial Management, not the CMDB's core value proposition.
In summary, the CMDB delivers value byimproving operational resilienceandoptimizing ITSM processes, makingOptions A and Bthe correct answers.

NEW QUESTION: 37
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 theDuplicate CI Remediatorto resolve this issue?
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 (LEAVE A REPLY)
InServiceNow, theDuplicate CI Remediatoris designed to resolve duplicate records while preserving themost authoritative datafrom each source. Data Foundations guidance clearly states thatautomated discovery is the system of record for technical attributes, such as IP address, hostname, and operational status, while manually maintained records often containvaluable business context, such as relationships to business applications or services.
In this scenario, the discovered CI contains the most accurate and up-to-datetechnical data, making it the correct CI to retain as the primary record. However, the manually imported CI has acritical 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 supportsselective 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 Cis the correct and Data Foundations-aligned answer.