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質問: **1**
構成マネージャーは、指定された期間内にレコードを復元できる機能を維持しながら、構成アイテムクラスからレコードを削除するCMDBデータマネージャーポリシーを有効にする必要があります。
Configuration Managerはどのタイプのポリシーを作成すべきでしょうか？
A. アーカイブ
B. 削除
C. 認証
D. 削除
正解: (正解を表示します)
Archive is the correct policy type because the requirement is not permanent removal; it is controlled removal with the ability to restore records within a defined retention period. In CMDB Data Manager, archive policies support CMDB data lifecycle governance by moving eligible CI records out of active operational use while preserving them for recovery, audit, or historical review. This is different from Delete, which is used when records should be removed permanently and restoration is not the intended governance outcome. Certification is used to validate specific CI attributes, not remove records. Retire changes or manages lifecycle state but does not satisfy the specific requirement to remove records while preserving restore capability. Therefore, when the objective is to reduce active CMDB volume while retaining recoverability, the correct Data Manager policy type is Archive.

質問: **2**
CMDB 構成マネージャーは、CMDB 内の 60,000 台のサーバーで構成されるサーバー クラスの CMDB ヘルス ダッシュボード - 正確性スコアカードのメトリックを確認しています。
重複メトリックの場合、正常な CI / 評価済み = 59,000 / 60,000 と表示されます。孤立メトリックの場合、正常な CI / 評価済み = 45,000 / 50,000 と表示されます。2 つのメトリック間で評価されるサーバー CI の範囲 (60,000 と 50,000) の違いを説明する構成はどれですか。
A. 孤立メトリックには、サーバークラスに構成されたCMDBグループがあります。
B. 孤立メトリックには、サーバークラスにヘルス包含ルールが設定されています。
C. 重複メトリックには、サーバークラスにヘルス包含ルールが設定されています。
D. 重複メトリックには、サーバークラスに構成されたCMDBグループがあります。
正解: (正解を表示します)
In ServiceNow, each CMDB Health metric can independently define which CIs are in scope for evaluation.
This scoping is controlled primarily through Health Inclusion Rules, not CMDB Groups.
In this scenario, the Duplicate metric evaluates all 60,000 Server CIs, indicating no inclusion rule is restricting its scope. In contrast, the Orphan metric evaluates only 50,000 Server CIs, which means 10,000 servers are intentionally excluded from that metric's evaluation.
This difference is explained by a Health Inclusion rule configured specifically for the Orphan metric on the Server class. Health Inclusion rules allow administrators to define conditions-such as lifecycle state, environment, discovery source, or operational status-that determine whether a CI should be included in a specific health calculation. For example, retired servers or servers in build states may be excluded from orphan checks.

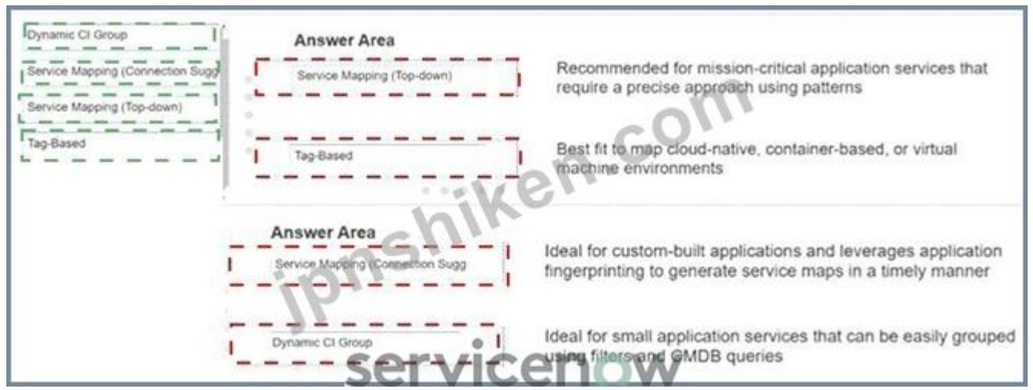
CMDB Groups are not used by the CMDB Health Engine to determine metric scope; they are used for reporting, assignment, and operational grouping. Therefore, Options A and D are incorrect. Option C is also incorrect because the Duplicate metric clearly evaluates the full population of 60,000 servers.
Thus, the scope difference is correctly explained by the Orphan metric having a Health Inclusion rule configured, making Option B the verified answer.

質問: **3**
CMDB管理者は、重複CI修復ツールを使用して重複排除タスクに対処しています。ウィザードの最初のタブでは、メインCIが選択されています。
メイン CI を識別するために使用される属性はどれですか? (2 つ選択してください)
A. 最も古い作成
B. 最も関連性の高いアイテム
C. 最新作成
D. 最も関連性の低いアイテム
正解: **A,B (**コメントを発表する**)**
In ServiceNow, the Duplicate CI Remediator is a governed tool designed to safely resolve duplicate Configuration Items while preserving the most valuable and authoritative record. The first step in the remediation wizard is identifying the Main CI, which will be retained after remediation.
ServiceNow uses two primary attributes to help determine the best candidate for the Main CI:
Oldest Created (Option A)
The oldest CI is often preferred because it typically has a longer operational history, may be referenced by historical incidents, changes, problems, or audits, and is more likely to be embedded in downstream processes and reports. Retaining the oldest CI helps avoid breaking historical references.
Most Related Items (Option B)
A CI with the most relationships (for example, links to applications, services, incidents, or other CIs) is generally the most valuable from a business and operational context perspective. Preserving these relationships is critical for impact analysis, Change Management, and CSDM-aligned service modeling.
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 prioritizing Oldest Created and Most Related Items, the Duplicate CI Remediator aligns with CMDB Data Foundations best practices, ensuring minimal data loss, preserved business context, and safer de-duplication outcomes.
Therefore, the correct answers are A and B.

質問: **4**
アプリケーションサービスの種類を、最適な説明にドラッグアンドドロップしてください。



正解:



Explanation:

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

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

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

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

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

質問: **5**

(2つ選択してください)

CMDB管理者は、メンバーCIのグループ連携をより適切に維持するために、動的CIグループに基づいて多数のテクノロジー管理サービスオファリング(テクニカルサービスオファリング)を構築しました。

動的CIグループと関連付けられているオファリングのCIと同期されるグループはどれですか？

A. 承認グループ

B. グループが管理

C. グループ所有

D. サポートグループ

正解: (正解を表示します)

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

The two CI attributes that are intentionally designed to sync in this model are the Managed by Group and the Support Group. These groups directly influence operational ownership and support routing, which is why they are automatically aligned when Dynamic CI Groups are used. This ensures that incidents, changes, problems, and operational tasks are routed consistently as CI membership changes over time.

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

The Approval Group (Option A) is not synced because approvals are process-driven and often context- specific rather than CI-driven. Similarly, the Owned by Group (Option C) represents accountability or financial ownership, which is intentionally decoupled from dynamic operational grouping to avoid unintended governance changes.
Therefore, the correct answers are B (Managed by Group) and D (Support Group).

質問: **6**
CIクラスマネージャーを使用すると、Tomcat識別ルールには次の基準属性が設定されます。
* クラス
* インストールディレクトリ
Tomcat識別ルールで一致するものが見つからない場合に、アプリケーション識別ルールを使用して一致を試みるには、どの識別子エントリ構成オプションをチェックする必要がありますか？
A. 適用対象
B. 親ルールへのフォールバックを許可する
C. 独立
D. 基準属性
正解: **B (**コメントを発表する**)**
The correct option is Allow fallback to parent's rules . In CI identification, ServiceNow evaluates the configured identification rule for the target class first. If the Tomcat rule cannot find a match using its class- specific criterion attributes, fallback behavior allows the Identification and Reconciliation Engine to attempt matching against the parent class identification rule. Since Tomcat is a more specific application class, falling back to the parent Application identification rule helps prevent unnecessary duplicate records when a match cannot be made at the subclass level. "Applies to" defines the class or scope for the identifier entry.
"Independent" controls whether a rule is evaluated independently rather than through parent inheritance.
"Criterion attributes" are the fields used for matching, not the fallback setting. Therefore, the correct configuration is Allow fallback to parent's rules .
=========

質問: **7**
インシデントプロセスオーナーは、インシデントフォームでどのクラスのCSDMが使用されているかを尋ねます。どのクラスが適切でしょうか？
A. アプリケーションサービス
B. ビジネスアプリケーション
C. サービス提供
D. サービスポートフォリオ
正解: **A,C (**コメントを発表する**)**
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.

質問: **8**
CMDB マネージャーは、CMDB ヘルス ダッシュボードを使用してデータ品質を向上したいと考えています。
CMDB ヘルススコアを生成するには何が必要ですか?
A. CMDBヘルスダッシュボードのスケジュールされたジョブをアクティブ化する必要があります
B. 何もなし。CMDB ヘルススコアはデフォルトで計算されます。
C. CMDBヘルス計算プラグインをインストールする必要があります
正解: (正解を表示します)
In ServiceNow, the CMDB Health Dashboard does not calculate health scores in real time by default. Instead, health scores are generated and refreshed by scheduled calculation jobs that evaluate CI data against defined health rules across the dimensions of completeness, correctness, and compliance.
To generate and maintain CMDB health scores, the scheduled 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 is not 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 is A - The scheduled jobs for the CMDB Health Dashboard must be activated.

質問: **9**
(2つ選択してください)
構成管理プロセスのオーナーは、カスタム構成アイテムをCMDBに取り込むためのソリューション案を、技術ガバナンス部門へのプレゼンテーション用に準備しています。このソリューションは、ベストプラクティスに準拠し、将来の技術的負債を最小限に抑え、アップグレードのコンプライアンスを確保する必要があります。
これを実現するソリューションはどれですか?
A. 基本となるCIクラスを再利用し、必要に応じて属性名を変更する
B. CMDB CIクラスモデルストアアプリケーションをインストールまたはアップグレードして、新しい属性に対応する適切な既存のCIクラスを見つける
C. 既存のアセットクラステーブルを拡張して、カスタムCIクラス属性を追加する
D. 既存のCIクラステーブルを拡張して、カスタムCIクラス属性に対応する
正解: (正解を表示します)
In ServiceNow, ingesting custom CIs must be done with a strong focus on upgrade 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 B is a best practice because the CMDB CI Class Models Store delivers 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 D is also correct. When no suitable class exists, extending an existing 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 extending Asset tables 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 are B and D.

質問: **10**

CMDB管理者グループは、CMDBヘルスダッシュボードに表示される特定の構成アイテム(CI)クラスをフィルタリングすることを目的としています。これにより、管理準備ができていないアイテムを除外し、関連データのみが表示されるようになります。
この目標を達成するために、グループはどの機能を利用できるでしょうか？
A. 健康に関する規定
B. 識別ルール
C. 調整ルール
D. データ更新ルール
正解: **A (**コメントを発表する**)**
Health Inclusion Rules are used to control which CI records are included in CMDB Health calculations and dashboard display. This is exactly what the question requires: filtering specific CI classes or CI populations so that only relevant and management-ready data contributes to health reporting. Identification Rules are used by the Identification and Reconciliation Engine to determine whether an incoming CI matches an existing CI or should create a new record. Reconciliation Rules control which data source can update specific attributes.
Data Refresh Rules are not the correct CMDB Health scoping mechanism. Health Inclusion Rules allow organizations to exclude irrelevant, transitional, retired, unmanaged, or not-yet-ready CIs from health scoring so the dashboard reflects meaningful and actionable data. Therefore, A is correct.

質問: **11**
(2つ選択)
CMDB管理者は、統合リスク管理(IRM)の実装およびエンティティスコープ設定プロセスの一環として、CIデータを活用しています。管理者は、[実行]タブにあるCSDMデータ基盤ダッシュボードのプレイブックを活用したいと考えています。
CSDMプレイブックを活用することで、どのCSDM関係性が利用されるのでしょうか？
A. 情報オブジェクトと関係を持つビジネスアプリケーション
B. 親の記録が確立されている場所
C. アプリケーションサービスと関係のあるビジネスアプリケーション
D. 情報オブジェクトと関係を持つ論理的なCI
正解: **A,D (**コメントを発表する**)**
The Run tab in the CSDM Data Foundations Dashboard focuses on enabling operationalized, risk-aware use cases, including Integrated Risk Management (IRM) and Entity Scoping. These use cases require organizations to understand what data is processed, where it resides, and which technical components are involved, rather than only service impact for ITSM.
Information Objects play a central role at this stage.
Option A is correct because Business Applications related to Information Objects allow organizations to identify what types of data (PII, PCI, PHI, regulated data) are processed by each business application. This relationship is essential for risk classification, regulatory compliance, and audit scoping in IRM. Without it, risk assessments lack data sensitivity context.
Option D is also correct because Logical CIs (such as databases, schemas, or data stores) related to Information Objects establish where sensitive data is stored or processed at 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 for service impact and Change /Incident Management, but it is more aligned to service operations rather than risk and data-centric scoping, which is the focus of the Run playbooks for IRM.
Therefore, the correct answers are A and D, as they directly support IRM entity scoping, regulatory analysis, and risk visibility through CSDM-aligned data modeling.

質問: **12**
プラットフォーム内のサービスタイプの一覧が表示されたら、適切なサービスをその定義にドラッグしてください。



正解:



Explanation:



Definition	Correct Service Type
Logical representation of a deployed system or application stack	Application Service
Published to Service Owners and underpins one or more business or application services	Technology Management Service (Technical Service)
Published to Business Users and underpins one or more business capabilities	Business Service

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Within the Common Service Data Model (CSDM), service types are clearly defined to separate business- facing value, application logic, and technical enablement. Correct classification is foundational to impact analysis, ownership, reporting, and service visibility.
An Application Service is a logical representation of a deployed application or system stack. It models how an application runs, including servers, databases, middleware, and integrations. Application Services are typically created and maintained through Service Mapping and are primarily consumed by IT operations, DevOps, and support teams.
A Technology Management Service (also called a Technical Service) represents shared technical capabilities such as databases, authentication platforms, messaging systems, or cloud infrastructure. These services are published to Service Owners, not business users, and underpin one or more Application Services or Business Services. They are critical for understanding technical dependencies and risk but are not business-facing.
A Business Service is published to Business Users and directly supports business capabilities and outcomes. It represents what the business consumes , such as "Online Banking," "Order Fulfillment," or "Employee Onboarding." Business Services sit at the top of the CSDM hierarchy and are the anchor point for SLAs, experience, and value measurement.
Correctly distinguishing these service types ensures alignment with CSDM best practices, enables accurate impact analysis, and prevents common CMDB anti-patterns such as exposing technical services to business users or misrepresenting application stacks as business value.

質問: **13**
CMDB 管理者は、統合マップとサービス マッピング マップを比較しています。
統合マップの追加機能は何ですか? (2 つ選択してください)
A. マップ上に表示されるレベルの数を変更できます
B. マップを拡大 縮小できます
C. マップノードはユーザーの好みに基づいてフィルタリングできます
D. アプリケーションとそれがインストールされているホストへの可視性
正解: **(**正解を表示します**)**
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.

質問: **14**
CMDB構成管理チームは、健全で信頼性の高いCMDBの開発に成功しました。検出されたインフラストラクチャデータを統合し、検出不可能なデータ(変更やサポートグループ情報など)を正確に参照し、サービスマッピングを使用してCMDBをサービス対応にしました。
適切なサポート グループを参照する CI を選択した後、インシデント フォームのどのフィールドが自動的に入力されますか?
A. グループによって管理
B. 承認グループ
C. 割り当てグループ
D. グループの変更
E. サポートグループ
正解: **(**正解を表示します**)**
In a mature CMDB implementation within ServiceNow, CI operational attributes are leveraged to automate ITSM workflows. One of the most important outcomes of accurate Configuration Management is automatic incident routing.
When a CI is selected on an Incident record, ServiceNow evaluates the CI's Support Group attribute. If populated correctly, the platform automatically copies this value into the Assignment Group field on the Incident. This ensures incidents are routed to the correct resolver group without manual triage, reducing mean time to resolution (MTTR).
The Support Group is a CI attribute, not an incident field that drives workflow directly. The Assignment Group is 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 enable automation and consistency across ITSM processes.
Therefore, the correct answer is C - Assignment Group.

質問: **15**
企業では、必要なCSDM成熟度レベルを理解する必要があります。様々なステークホルダーが、将来的に期待されるいくつかのユースケースを挙げています。
情報オブジェクトが必要なユースケースはどれですか?
A. 資産管理チームは、ビジネスアプリケーションのコンテキストにおける資産ライフサイクルのコンプライアンスを理解したいと考えています。
B. イベントオペレーションチームは、イベントをインシデントとして自動化し、運用上のアクションを実行したいと考えています。
C. カスタマーサービスチームは、プロアクティブなケース管理を導入したいと考えています。
D. SecOpsチームは、ビジネスアプリケーションのコンテキストにおける運用リスクを理解したいと考えています。
E. ビジネスサービス管理チームは、消費者側への運用上の影響を把握したいと考えています。
正解: **(**正解を表示します**)**
Within the Common Service Data Model (CSDM), information objects are used to represent non-CI data entities that 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 in Option A-understanding asset 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 be associated to Business Applications without 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 on CIs, technical services, and operational relationships, not information objects. Option C (proactive case management) is primarily a CSM and service offering use case. Option D (SecOps risk context) relies on application services and business application relationships, not information objects. Option E (business service impact) is addressed through service modeling and service mapping, again without requiring information objects.

Information objects are introduced as organizations mature and need to integrate governance, financial, or compliance data with service and application models-making asset lifecycle compliance the correct match.
Therefore, the correct answer is A.

質問: **16**
CMDB 管理者は、インシデント フォームの CI 参照フィールドなど、CI 参照フィールドにプリンシパル クラスの CI のみが表示されるようにしたいと考えています。
CMDB 管理者はプリンシパル クラスをどこで指定しますか?
A. CMDBワークスペース
B. CI クラス マネージャー
C. システムプロパティ
D. CMDBデータマネージャー
正解: **(**正解を表示します**)**
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.

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質問: **17**
ACMDB 管理者は、重複する CI の対処と修復を防止するために使用できるツールを理解しようとします。各機能を対応する結果とドラッグ アンド ドロップします。一部のオプションは適用されない場合があります。



正解:



Explanation:

Feature	Corresponding Outcome
Certification Tasks	Can be assigned to groups for resolving duplicate CIs
CMDB Health Dashboard – Correctness Scorecard	Offers insight into duplicate CIs within the CMDB
De-duplication Templates	Offers a solution to resolve de-duplication tasks in bulk
Duplicate CI Remediator	Provides a wizard to resolve de-duplication tasks individually

In ServiceNow, duplicate CI management spans detection, insight, and remediation:
The CMDB Health Dashboard - Correctness surfaces where duplicates exist and their impact, providing visibility and prioritization.
Certification Tasks support governed resolution, allowing assignment to individuals or groups to validate and correct data.
De-duplication Templates enable bulk remediation, ideal when standardized merge rules can be applied across many duplicates.
The Duplicate CI Remediator offers a guided, record-by-record wizard, preserving relationships and history for safer individual resolutions.
De-duplication Tasks are the work items generated by these processes, but they do not themselves represent an outcome-hence not applicable .
This mapping aligns with CMDB Data Foundations best practices, ensuring duplicates are identified, prioritized, and remediated efficiently and safely.

質問: **18**
グローバル企業は、ServiceNow Discovery、SCCM、AWS、手動アップロードなど、複数の検出ソースからのデータを統合してCMDBを構築しています。しかし、各検出ソースが同じ構成アイテムを異なる方法で分類するため、重複レコードが発生し、システム全体で不整合が生じています。その結果、CMDBチームはデータの正確性と標準化に苦慮しています。
CMDBチームは問題を解決するためにどのような措置を講じますか？
(2つ選択してください)
A. たとえ矛盾が生じる場合でも、各検出ソースが独自のCIクラスを定義できるようにする
B. CMDBに保存する前に受信データを手動で調整するためのカスタムスクリプトを作成する
C. 重複を回避し、CI分類を標準化するために、識別および調整ルールを実装および使用する。
D. CIクラスマネージャーを使用して、すべての検出ソースにわたって標準化されたCIクラスと属性を確立します。
正解: **(**正解を表示します**)**
The correct answers are C and D. Identification and reconciliation rules are essential because they control how incoming CI data is matched to existing records and how updates from different sources are reconciled. This prevents duplicate CIs and ensures that authoritative sources update the correct attributes. CI Class Manager is also required because it provides governance over CI class structure, attributes, and inheritance.

Standardized CI classes prevent each source from classifying the same real-world object differently. Option A is the cause of the problem, not the solution. Option B introduces avoidable technical debt because custom scripts are harder to govern, maintain, and upgrade. A Data Foundations-aligned solution uses standard class governance plus IRE rules to enforce consistency across all sources.
=========

質問: **19**
CMDB CIクラスのオーナーに、UNIXサーバークラスのアイコンを変更するよう依頼されました。
所有者は、CIクラスマネージャーのどのタブを使用してクラスのアイコンを変更できますか？
A. 基本情報
B. 推奨される関係性
C. CIリスト
D. 属性
正解: **A (**コメントを発表する**)**
The correct answer is Basic Info because the class icon is a class-level property, not an attribute, relationship, or CI list configuration. In CI Class Manager, the Basic Info tab is where administrators manage core metadata for a CI class, including class name, label, description, table details, principal class settings, and visual representation such as the class icon. The Suggested Relationships tab is used to define or review recommended relationship patterns between CI classes. The CI List tab is used to view records belonging to the class. The Attributes tab is used to review or manage inherited and class-specific attributes. Since the question specifically asks where the UNIX Server class icon can be changed, the correct location is the Basic Info tab.
=========

質問: **20**
CMDB クラスの所有者は、CMDB ワークスペースの 『マイ ワーク」タブでタスクを受け取ります。
これらのタスクを生成しているのはどの CMDB 管理ツールですか?
A. 重複排除テンプレート
B. CMDBデータマネージャー
C. CMDBヘルスダッシュボード
正解: **B (**コメントを発表する**)**
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.

質問: **21**
構成マネージャーは CMDB の実装を計画しています。
規定の CSDM 展開順序はどれですか?
A. 初期、開発中、定義済み、管理済み
B. アーキテクチャ、ビジネス、技術、ガバナンス
C. 開始、計画、実行、提供、終了

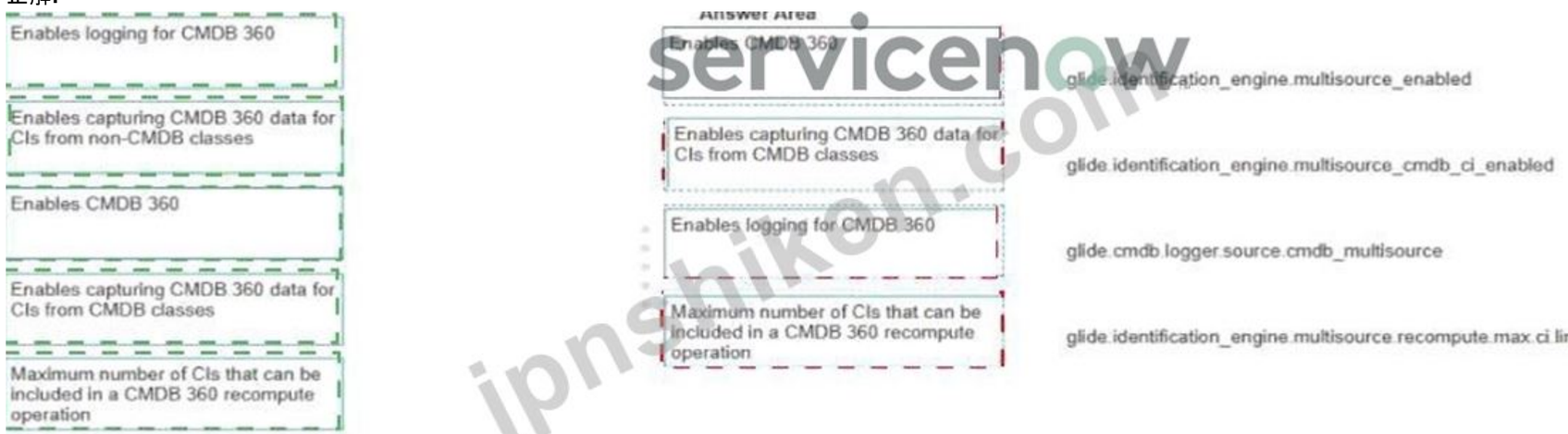
D. 這う、歩く、走る、飛ぶ
正解: **(**正解を表示します**)**
The Common Service Data Model (CSDM) prescribes an incremental, maturity-based rollout approach to reduce risk and ensure sustainable adoption. The recommended order is Crawl, Walk, Run, Fly, which aligns implementation effort with increasing organizational capability and value realization.
Crawl focuses on foundational data hygiene: core CI classes, identification rules, reconciliation, basic Discovery ingestion, and CMDB Health basics.
Walk introduces service context, including Business Services, Application Services, and relationships that enable impact analysis for Incident and Change.
Run expands into operational excellence with Service Mapping, service offerings, advanced governance, and process automation.
Fly represents optimization and scale, leveraging analytics, AI/ML, proactive operations, and cross-domain integration (e.g., SecOps, APM, CSM).
This progression ensures teams do not over-model early or introduce complexity before data quality and governance are established. The other options describe generic project lifecycles or organizational categorizations, not the CSDM-recommended adoption path.
Therefore, the correct answer is D - Crawl, Walk, Run, Fly.

質問**: 22**
セキュリティ運用で CMDB を使用する価値は何ですか? (2 つ選択してください)
A. セキュリティチームがインシデントを評価し、修復できるようにします
B. 脆弱性を自動解決します
C. CI 全体の監査と証明を有効にします
D. 脆弱性のあるITインフラストラクチャを特定します
正解: **A,D (**コメントを発表する**)**
The CMDB plays a critical role in security operations by providing trusted, structured insight into the organization's IT landscape. When built according to Data Foundations principles-accurate discovery, governed relationships, and alignment to CSDM-the CMDB becomes an essential enabler for security incident response and vulnerability management.
Option D is correct because the CMDB allows security teams to identify exactly which IT infrastructure components are affected by a vulnerability. By correlating vulnerability scan results with configuration items (CIs), security teams can determine whether an issue exists on a server, application, cloud resource, or network device-and understand where that CI sits within the broader service context. This eliminates blind spots and reduces time spent investigating unknown or unmanaged assets.
Option A is also correct because the CMDB supports assessment and remediation activities during security incidents. Once affected CIs are identified, the CMDB provides ownership, support group, environment, and service relationships. This enables security teams to quickly route remediation tasks to the correct resolver groups, assess business impact, and prioritize response based on service criticality. While the CMDB does not perform remediation itself, it enables informed and coordinated action.
Option B is incorrect because vulnerabilities are not auto-resolved by the CMDB; remediation requires human decision-making and execution through security, patching, or change processes. Option C, while related to governance and compliance use cases, is more aligned with GRC and audit functions rather than day-to-day security operations, making it less appropriate for this question.
In summary, the CMDB's primary value in security operations is visibility and actionable insight, enabling faster identification, assessment, and response to security threats.

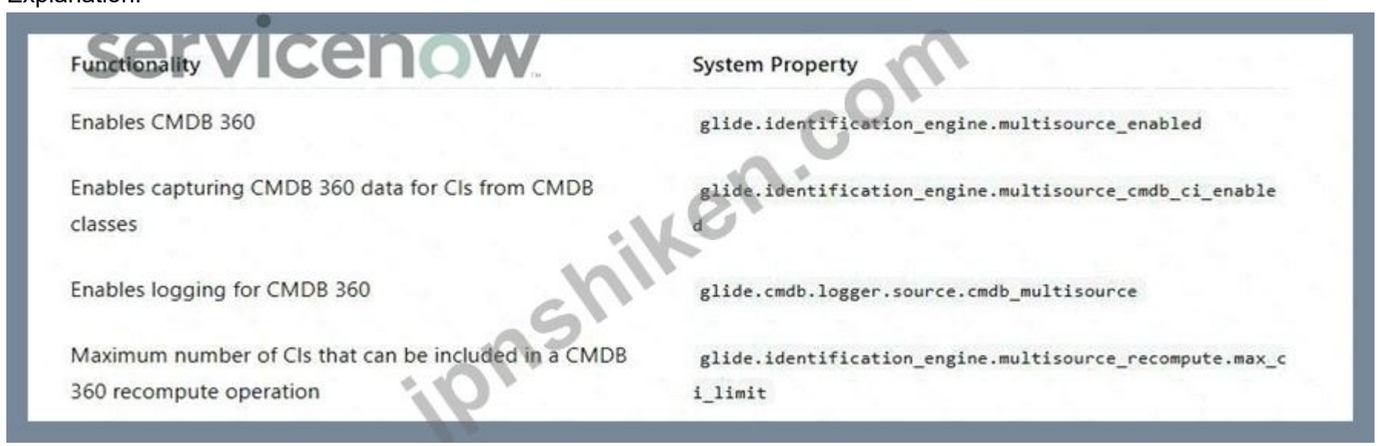
質問**: 23**
CMDB 管理者は、CMDB 360/マルチソース CMDB を設定する必要があります。システム プロパティを機能にドラッグ アンド ドロップします。一部のオプションは適用されない場合があります。



正解:



Explanation:



Functionality	System Property
Enables CMDB 360	glide.identification_engine.multisource_enabled
Enables capturing CMDB 360 data for CIs from CMDB classes	glide.identification_engine.multisource_cmdb_ci_enabled
Enables logging for CMDB 360	glide.cmdb.logger.source.cmdb_multisource
Maximum number of CIs that can be included in a CMDB 360 recompute operation	glide.identification_engine.multisource_recompute.max_ci_limit

In ServiceNow, CMDB 360 / Multisource CMDB extends the Identification and Reconciliation Engine (IRE) to support multi-source visibility, reconciliation, and confidence scoring. Configuration is controlled through system properties, each enabling a specific capability.
glide.identification_engine.multisource_enabled is the master switch that activates CMDB 360 functionality.
glide.identification_engine.multisource_cmdb_ci_enabled allows CMDB 360 to collect and evaluate data specifically from CMDB CI classes.

glide.cmdb.logger.source.cmdb_multisource enables detailed logging for troubleshooting multisource ingestion and reconciliation.
glide.identification_engine.multisource_recompute.max_ci_limit protects performance by limiting how many CIs can be processed during a recompute operation.
Capturing CMDB 360 data from non-CMDB classes is not supported, which is why no property applies to that option.
This mapping aligns with Data Foundations and CMDB governance best practices, ensuring CMDB 360 is enabled safely, transparently, and at scale.

質問: **24**
適切な役割を持つユーザーは、CMDBデータマネージャーのポリシーを設定した後、生成されたタスクをどこで確認および管理しますか？
A. CMDBワークスペース > 管理タブ
B. CMDBヘルスダッシュボード > 監査タブ
C. CMDBワークスペース > マイワークタブ
D. CMDB ヘルス ダッシュボード > 重複 CI タブ
正解: **(**正解を表示します**)**
Generated CMDB Data Manager policy tasks are reviewed and managed in CMDB Workspace > My Work tab . CMDB Data Manager creates policy-driven tasks for activities such as attestation, certification, archive, retire, and delete workflows. These tasks must be presented to the assigned users or groups in a place where they can take action. The My Work tab in CMDB Workspace is designed for this operational task management experience. The CMDB Health Dashboard provides scorecards and health visibility, but it is not the primary place to work Data Manager policy tasks. The Duplicate CIs tab is specific to duplicate remediation, and the Audit tab is not the correct workspace location for managing assigned Data Manager tasks. Therefore, C is correct.
=========

質問: **25**
CMDB管理者がCIクラスマネージャーの 基本情報」タブで作業しています。
クラスを主クラスとして設定するにはどうすればよいですか？
A. 校長クラスのUIアクションボタンをクリックします
B. 主任クラスのチェックボックスにチェックを入れてください
C. 主任クラスの選択肢リストから はい」を選択してください。
正解: **B (**コメントを発表する**)**
A CI class is set as a Principal Class from the Basic Info tab in CI Class Manager by selecting the Principal Class check box. Principal Classes are important because they control which CI classes are treated as primary, operationally meaningful classes in CMDB processes and reference fields. For example, Principal Classes influence which CIs appear in key task fields such as Configuration Item fields on Incident, Change, and other ITSM records. This keeps users from selecting low-level or irrelevant child records when the business process expects a meaningful CI. There is no separate requirement to click a dedicated Principal Class UI Action, and it is not configured through a Yes/No choice list in this scenario. The Basic Info tab exposes the class-level property directly, so checking the Principal Class checkbox is the correct configuration action.

質問: **26**
CMDB のビジネス価値は何ですか? (2 つ選択してください。)
A. CI関係のメンテナンスの自動化
B. 財務データの収集と管理
C. インシデント管理と変更管理の合理化
D. 運用の回復力強化
正解: **C,D (**コメントを発表する**)**
A CMDB delivers business value when it enables better outcomes across IT and enterprise service delivery- especially when aligned with CSDM so services, offerings, and supporting technology are connected in a consumable model. Two major business values are improved operational execution and improved business continuity.

Option C is a direct business value: a trusted CMDB improves incident and change management by providing accurate CI details, relationships, and service context. This supports faster triage and assignment, better prioritization, and higher-quality impact analysis for changes. When incidents and changes are informed by dependable configuration data, organizations reduce downtime, avoid unnecessary escalations, and make safer change decisions-benefits that the business experiences as higher service quality and fewer disruptions.
Option D is also a core business value: CMDB strengthens operational resiliency by enabling clearer dependency understanding and faster response to failures. Resiliency improves when teams can quickly identify what's impacted, understand upstream/downstream relationships, and plan mitigation steps using known service-to-technology mappings. In regulated or mission-critical environments, this translates into better continuity, reduced risk exposure, and improved compliance reporting.
Option A can be beneficial, but it is more of a technical/operational mechanism than a primary "business value" statement in Data Foundations framing. Option B is primarily the domain of IT Asset Management and financial systems; while CMDB can relate to assets, it is not the system of record for financial management.
Hence, the best two business values are streamlining incident and change management and strengthening operational resiliency.

質問: **27**
CMDB管理者は、動的な調整ルールを活用したいと考えている。
どの機能を有効にする必要がありますか？
A. CMDB 360 / マルチソースCMDB
B. CMDBワークスペース
C. CMDBデータマネージャー
D. 和解ルール
正解: **A (**コメントを発表する**)**
Dynamic reconciliation rules are tied to CMDB 360 / Multisource CMDB because they depend on visibility into multiple contributing data sources for the same CI. Standard reconciliation rules control which data source is allowed to update specific CI attributes based on source precedence, but dynamic reconciliation adds more advanced logic, such as choosing a value based on source reporting behavior or data comparison rules. CMDB Workspace and CMDB Data Manager do not enable dynamic reconciliation; they are management and governance interfaces. Reconciliation Rules alone are not the enabling feature because basic IRE reconciliation can exist without the CMDB 360 dynamic reconciliation capability. Therefore, to use dynamic reconciliation rules, CMDB 360 / Multisource CMDB must be enabled.
=========

質問: **28**
組織内の変更管理チームは、複数の構成アイテム(CI)にわたって同時に変更を実施したいと考えています。
変更要求フォームのどのフィールドに動的CIグループを入力する必要がありますか？
A. サービス内容
B. ビジネスサービス
C. 構成アイテム
正解: **C (**コメントを発表する**)**
The Dynamic CI Group must be populated in the Configuration Item field on the Change Request form. A Dynamic CI Group represents a rule-based group of CIs, such as all Windows servers or all CIs matching a specific operational condition. When a Change needs to apply across multiple CIs, referencing the Dynamic CI Group in the Configuration Item field allows the platform to associate the Change with the relevant CI population. Service Offering and Business Service describe service context, but they do not represent the target CI group for the technical change. The Configuration Item field is the correct field because Change Management operates against affected configuration items and their dependencies. Therefore, C is correct.
=========

質問: **29**
CMDB のデータ量が管理可能であることを保証するものは何ですか?
A. ビジネスルール
B. スケジュールされたジョブ

C. アーカイブポリシー
正解: (正解を表示します)
Managing CMDB data volume is a key Data Foundations governance objective. 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 Policies are the mechanism designed to address this challenge. They define when CI records should be archived or deleted based on lifecycle state, age, or retention requirements. By automating archival and cleanup, archive policies ensure that only relevant, active CIs remain 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 determine what should be removed or retained.
Archive policies work in conjunction with CMDB Data Manager to enforce lifecycle-based retention and cleanup, making them the correct and verified answer.
Therefore, Option C - Archive Policies is correct.

質問: **30**
構成マネージャーは統合マップを使用したいと考えています。
どこからアクセスするのでしょうか?
A. CMDBワークスペース
B. CI クラス マネージャー
C. CMDBデータマネージャー
正解: (正解を表示します)
In Data Foundations, "insight" focuses on turning trusted configuration data into clear visual understanding- so teams can assess relationships, troubleshoot impact, and validate service context. Unified Map supports this by providing a graphical view of CIs and their relationships, combining strengths of traditional dependency views and service-mapping-style visualization into a single, consistent map experience.
Unified Map is accessed from CMDB Workspace, typically via a Quick Links entry (and in some experiences, also from relevant CI/service contexts). This location makes sense in the Data Foundations model because CMDB Workspace is the central place where configuration and service data is explored, validated, and used for operational decision-making-exactly what mapping relationships is meant to enable.
The other options do not fit the purpose or access pattern. CI Class Manager is focused on defining and maintaining CI class structures and related class settings; it is not the user entry point for relationship visualization. CMDB Data Manager is focused on governance through lifecycle policies (attestation, archival, deletion) and bulk lifecycle operations-again, not the primary interface for interactive mapping and dependency exploration.
Therefore, for a Configuration Manager seeking to use Unified Map for relationship and dependency insight, the correct access point is CMDB Workspace.

質問: **31**
CMDB 管理者は、インシデント フォームからアクセス可能な CI 参照フィールドなど、CI 参照フィールドにプリンシパル クラスの CI のみが表示されるようにしたいと考えています。
CMDB 管理者はプリンシパル クラスをどこで指定しますか?
A. CMDBワークスペース
B. CI クラス マネージャー
C. CMDBデータマネージャー
D. システムプロパティ
正解: (正解を表示します)
Within Data Foundations, "Configuration" includes designing the CMDB data model in a way that supports operational usability-especially for ITSM processes like Incident and Change. One common usability challenge is that CI reference fields (such as the Incident "Configuration item" field) can become cluttered and confusing if they allow selection from every CI class, including highly technical or rarely used classes. To address this, ServiceNow uses the concept of Principal Classes: a curated subset of CI classes that are considered primary for operational selection and reporting.
Principal Classes are designated in the CI Class Manager, because this is where administrators configure and manage CI class behaviors and class-level settings. Defining Principal Classes at the class-management layer ensures that the platform can consistently apply this constraint across CI reference fields and related experiences. This aligns with Data Foundations goals: improving data quality and process outcomes by making it easier for users to select the correct CI, which in turn increases accuracy for assignment, routing, impact analysis, and analytics.

The other options do not fit the responsibility. CMDB Workspace is primarily used for exploring and analyzing CMDB data, not configuring class-level constraints. CMDB Data Manager focuses on governance automation (like lifecycle policies and bulk remediation operations), not CI class designation rules. System Properties may influence global behaviors, but Principal Class designation is a modeling configuration handled through CI class configuration, which is why CI Class Manager is the correct location.

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質問: **32**
組織は、ハードウェアCIの保証有効期限など、検出不可能な属性を管理する必要があります。これらの属性は、自動検出ツールでは更新されません。
すべての CI に対してこれらの属性が正確に維持されることを保証する方法は何ですか?
A. CMDB調整エンジンを使用して属性を更新します
B. 検出できない属性専用の新しいCIクラスを作成します。
C. スケジュールされたデータインポートを使用して外部ソースから属性を更新します
正解: (正解を表示します)
In Data Foundations, "Ingest" is not limited to Discovery. It includes establishing reliable sources and mechanisms to populate and maintain CMDB attributes-especially those that Discovery cannot provide.
Warranty expiration dates are a classic example of non-discoverable data: they typically come from procurement systems, asset repositories, vendors, or contract tools rather than from device interrogation.
The correct approach is to maintain these attributes via a scheduled data import from an authoritative external source. This ensures ongoing accuracy and consistency at scale. A scheduled import allows you to define a repeatable integration pattern, apply data quality checks, and keep warranty data current as vendors and procurement records change-without relying on manual updates that inevitably drift over time.
Option A is incorrect because the CMDB Reconciliation Engine resolves conflicts between multiple data sources and applies precedence rules; it does not create the warranty values out of thin air. Reconciliation helps decide which source wins when updates occur, but you still need a source feed providing the warranty attribute values. Option B is also not recommended because creating a new CI class just to hold non-discoverable attributes fragments the model and complicates reporting and processes. Best practice is to keep the attributes on the appropriate hardware CI classes (or related normalized structures, when applicable) and manage them through governed ingestion from authoritative systems. Therefore, C is the best method.

質問: **33**
CMDB 管理者は脆弱性対応またはセキュリティ インシデント対応を実装しており、リスクを推定し、タスクの優先順位を設定するために十分なコンテキストを顧客が持っていることを確認する必要があります。
CSDM データ基盤ダッシュボードのどの Get Well Playbook がこれに役立ちますか?
A. 親ロケーションのないロケーション
B. ビジネスアプリケーション関係を持つアプリケーションサービス
C. プロダクトオーナーのいない名前付きプロダクトモデル
D. CIライフサイクルステージのカスタムステータス値の割合
正解: (正解を表示します)
In ServiceNow, Vulnerability Response and Security Incident Response rely heavily on business context to accurately assess risk, prioritize remediation tasks, and communicate impact to stakeholders. From a CSDM (Common Service Data Model) perspective, this context is primarily delivered through properly modeled relationships between Application Services and Business Applications.
The "Application Services with Business Application Relationships" Get Well Playbook directly addresses this requirement. In CSDM, Application Services represent the technical, deployable services that run in the environment, while Business Applications represent the logical applications that support business capabilities.
When these two are correctly related, security teams can clearly understand which business processes, customers, and revenue streams are affected by 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 enables risk-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 B is the correct and CSDM-aligned Get Well Playbook for ensuring sufficient business context in Vulnerability Response and Security Incident Response workflows.

質問: **34**
CMDB 360 / マルチソース CMDB 保存クエリは、CMDB ワークスペースのどこで表示および作成できますか?
A. CMDB 360タブのカバレッジウィンドウ
B. Insightsタブの保存されたクエリウィンドウ
C. CMDBクエリビルダー
D. CMDB 360 タブの保存済みクエリウィンドウ
正解: **D (**コメントを発表する**)**
In Data Foundations, "Insight" focuses on turning configuration data into actionable visibility. CMDB 360 (often associated with Multisource CMDB capabilities) provides a guided experience in CMDB Workspace for exploring CI data and running queries across sources. Within this experience, Saved Queries are managed directly under the CMDB 360 area of CMDB Workspace because they are part of the CMDB 360 query-and-analysis workflow.
A CMDB 360 Saved Query is not the same as a generic CMDB Query Builder query created from classic navigation modules. The CMDB 360 experience typically uses a tile/window approach where users can view existing saved queries, create new queries, modify them, and run them to retrieve CMDB 360 data aligned to multisource reporting and analysis. Keeping saved queries on the CMDB 360 tab makes them easy to discover and reuse for repeatable insights (for example, coverage and source comparisons, CI data quality checks by source, and targeted investigation of records).
The Insights tab in CMDB Workspace is generally used to understand adoption and health-related insights about CMDB features, not as the primary location for creating CMDB 360 multisource saved queries. "Coverage" is a specific lens/view and does not represent the saved-query creation workspace. "CMDB Query Builder" is a related capability, but the question explicitly asks where CMDB 360/Multisource Saved Queries are viewed and created in CMDB Workspace , which is the Saved queries window on the CMDB 360 tab.

質問: **35**
顧客は、最近インポートされたサーバー レコードが ServiceNow Discovery によって検出された後、より具体的な CMDB クラスに自動的に再分類されることを希望しています。
検出プロセス中に、既存のサーバー レコードが Linux サーバー クラスと Windows サーバー クラスに再分類される場合、どの再分類操作が発生しますか?
A. クラススイッチ
B. クラスダウングレード
C. クラスアップグレード
正解: **C (**コメントを発表する**)**
In the CMDB class hierarchy, Server is a generic parent class, while Linux Server and Windows Server are more specific child classes. When ServiceNow Discovery detects sufficient evidence (such as OS signatures) to move a CI from a generic class to a more specialized one, this action is called a Class Upgrade.
A Class Upgrade occurs when a CI is reclassified down the hierarchy into a more specific subclass, enriching the record with additional attributes, behaviors, and discovery patterns appropriate to that class. This is a standard and expected behavior in mature CMDB implementations and aligns with Data Foundations best practices.
A Class Switch would imply lateral movement between unrelated classes, which is not what happens here. A Class Downgrade would move a CI from a specific class back to a more generic one, typically when discovery confidence is reduced-not the case in this scenario.
By performing class upgrades automatically, Discovery improves CMDB accuracy, reporting precision, and service mapping quality without manual intervention.
Therefore, the correct answer is C - Class Upgrade.

質問: **36**
構成管理プロセスオーナーは、カスタムCIをCMDBに取り込むためのソリューションオプションを技術ガバナンス委員会に提示する準備をしています。このソリューションは、ベストプラクティスに準拠し、将来の作業コスト(技術的負債)を最小限に抑え、将来のアップグレードへのコンプライアンスを確保する必要があります。
これを実現するソリューションはどれですか? (2 つ選択してください。)
A. 既存の CI クラステーブルを拡張して、カスタム CI クラス属性に対応する
B. CMDB CIクラスモデルストアアプリケーションをインストールまたはアップグレードして、新しい属性に対応する適切な既存のCIクラスを見つけます。
C. 既存の資産クラステーブルを拡張して、カスタム CI クラス属性に対応する
D. 必要に応じて、基本CIクラスの再利用と属性名の変更
正解: **A,B (**コメントを発表する**)**
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.

質問: **37**
(2つ選択してください)
構成管理では、CMDB内のすべての構成アイテム(CI)のデータ品質を確保する必要があります。
CMDBヘルスダッシュボードには、構成アイテム(CI)のデータ品質に関するどのような領域が含まれていますか？
A. 格下げされたCI
B. アップグレードされたCI
C. CIが欠落しています
D. 古くなったCI
E. 重複するCI
正解: **D,E (**コメントを発表する**)**
The CMDB Health Dashboard is a central component of CMDB Data Foundations insight and governance. It measures and tracks data quality using well-defined health indicators that focus on the accuracy, relevance, and usability of CI data.
Two key data quality areas included in the dashboard are Stale CIs and Duplicate 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 CIs as a category is not directly tracked.

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

質問: **38**
(2つ選択してください)
CMDBの値とは何ですか？
A. 運用上の回復力の強化
B. インシデントおよび変更管理の効率化
C. CI関係のメンテナンスの自動化
D. 財務データの収集と管理
正解: (正解を表示します)
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.

質問: **39**
CMDBマネージャーは、CSDMの設計および計画ドメインのコンポーネントをCMDBに追加したいと考えています。
この演習には誰が関わっていますか？
(2つ選択してください)
A. アプリケーションサービスオーナー
B. ビジネスリレーションシップマネージャー
C. アプリケーションオーナー
D. エンタープライズアーキテクト
正解: (正解を表示します)
The Design and Planning domain of CSDM focuses on planning-level constructs such as Business Applications, Business Capabilities, Information Objects, and architecture context. The two roles most directly involved are the Application Owner and the Enterprise Architect . Application Owners provide authoritative ownership, lifecycle, criticality, and portfolio information for Business Applications. Enterprise Architects define and govern enterprise capabilities, application rationalization, architecture alignment, and strategic planning relationships. Application Service Owners are more closely aligned with operational service delivery and application service health, especially in the technical/manage domain. Business Relationship Managers are more closely tied to consumption, offerings, and business-facing service value.
Because Design and Planning is about application portfolio and enterprise architecture structure, the correct roles are Application Owner and Enterprise Architect.
=========

質問: **40**
CMDB 管理者は、CMDB データ基盤ダッシュボードを表示して、一意の場所の結果の割合が低いことに気付きました。
この問題を修正するために、関連するプレイブックから推奨されるプロセスは何ですか?
A. 重複CI修復機能を使用して重複した場所レコードをマージします。

B. 組織の標準命名規則に一致する場所を保持し、重複した場所をそれ以上検証せずに削除します。
C. 両方の場所を確認し、正しい場所でCIを更新し、重複した場所を削除します。
D. どちらも有効な代替場所として使用できるため、両方の場所を保持します。
正解: **(**正解を表示します**)**
In Data Foundations, a low "Unique Locations" result indicates the CMDB contains duplicate Location records (or inconsistent location usage) that reduce data reliability for operational reporting and service analytics. This sits under "Insight" because the dashboard is highlighting a measurable quality issue, and the playbook provides a structured remediation path to restore confidence.
The recommended playbook-aligned process is to review the duplicate locations, determine which one is correct per the organization's naming and data standards, then re-point dependent records (CIs) to the correct Location before removing the duplicate. That sequence is essential: if you delete a duplicate location without first updating related CIs, you risk leaving CIs with missing/invalid location references, creating new completeness and correctness issues.
Option C matches best practice: validate which location record should remain, update all affected CIs (and any other dependent records) to use the correct location, and then delete (or retire/merge, depending on process controls) the duplicate record. Option B is risky because it skips validation and dependency updates.
Option D defeats the purpose of "Unique Locations" by allowing ongoing inconsistency. Option A is not the best fit because "Duplicate CI Remediator" is oriented toward CI duplicates; Location is typically a reference /organization data domain and is handled through the specific remediation steps for that data set. Therefore, C is the recommended process.

質問**: 41**
CMDB管理者がサービスグラフコネクタ(SGC)をインストールし、マッピングをカスタマイズしました。
この行動の結果はどれですか？
A. カスタマイズによって入力されたフィールドには、CMDB内で特別なタグが関連付けられます。
B. このカスタマイズにより、影響を受けるマッピングレコードに承認レコードが添付されていない場合、SGC の実行が防止されます。
C. カスタマイズされたマッピングはServiceNowではサポートされておらず、顧客は独自のカスタマイズされたSGCをサポートする責任があります。
正解**: C (**コメントを発表する**)**
The correct answer is C. Service Graph Connectors are ServiceNow-supported integrations when used as delivered or configured within supported boundaries. When an administrator customizes the mappings, the implementation moves away from the supported out-of-box connector behavior. This creates upgrade and support implications because ServiceNow cannot guarantee that customized mappings will remain compatible with future connector updates. The customer becomes responsible for validating, maintaining, and troubleshooting those customizations. Option A is not the primary consequence because customized fields are not simply protected by a special CMDB tag. Option B is incorrect because custom mapping does not automatically block connector execution pending approval. The key risk is supportability and technical debt, making C the correct answer.
==========

質問**: 42**
小売企業は、顧客対応サービスに影響を与える事象を迅速に解決し、潜在的な収益損失を最小限に抑える必要がある。
これらのサービスの優先順位付けには、どのCSDM属性が使用されますか？
A. CIレコード上の割り当てグループ
B. サービス提供におけるビジネス上の重要性
C. 技術サービスにおけるサービス分類
D. インシデント記録における影響を受けるCI
正解**: (**正解を表示します**)**
Business Criticality in the Service Offering is the correct CSDM attribute because the requirement is prioritization based on business impact. Customer-facing services that affect revenue should be modeled and prioritized according to their business importance, not only by technical ownership or affected infrastructure. In CSDM, Service Offerings represent consumable versions of services and can carry important business context such as audience, availability expectations, and criticality. Business Criticality helps Incident, Change, and operational teams understand which services require faster response because disruption would create greater business or customer impact. Assignment Group is used for routing work, not determining service priority. Service classification in a Technical Service describes the nature of a technical service, not

customer-facing business impact. Affected CIs identify technical scope, but they do not directly express revenue or business criticality. Therefore, Business Criticality in the Service Offering is the correct prioritization attribute.

質問: **43**
プラットフォーム データ所有者は、5 つの検出ソースにわたる調整ルールを使用してデータ品質を向上したいと考えています。
データ所有者は、検出ソースの管理と監視にCMDB 360 / Multisource CMDBを含めることが最善の選択肢であることを認識しています。現在、当社はCMDBに必要なITOM Discoveryライセンスを保有していません。
360 / マルチソース CMDB。
この場合、データ所有者は何ができるでしょうか?
A. マルチソースIREルールを利用するには、ITOM Discoveryを購入する必要があります。
B. IRE調整ルールはCMDB 360が有効かどうかに関係なく検出ソースを使用できます。
C. CMDB 360 / Multisourceは、すぐに使用できるプラットフォーム製品です。
正解: **(**正解を表示します**)**
The Identification and Reconciliation Engine (IRE) is a core platform capability in ServiceNow and does not require CMDB 360 / Multisource CMDB to function. Even without the ITOM Discovery license, organizations can still define and use IRE reconciliation rules across multiple data sources.
IRE rules are source-aware and can evaluate attributes based on source precedence, regardless of whether CMDB 360 is enabled. CMDB 360 enhances visibility, governance, and monitoring of multiple sources, but it is not a prerequisite for reconciliation logic itself.
Option A is incorrect because purchasing ITOM Discovery is not mandatory to use multisource reconciliation. Option C is also incorrect because CMDB 360 / Multisource CMDB is a licensed add-on, not a universally available platform feature.
Therefore, the Data Owner can proceed by configuring IRE reconciliation rules directly, making Option B the correct answer.

質問: **44**
(2つ選択してください)
ServiceNowのどのソリューションが自動的なリレーションシップを作成しますか？
A. IntegrationHub ETL
B. サービスマッピング
C. 発見
D. ワークフロースタジオ
正解: **B,C (**コメントを発表する**)**
Automatic relationship creation is fundamental to maintaining a service-aware and trustworthy CMDB. In ServiceNow, this capability is primarily delivered by Discovery and Service Mapping.
Discovery (Option C) automatically identifies infrastructure components-such as servers, network devices, and storage-and creates technical relationships between them (for example, "runs on," "connected to," or "depends on"). These relationships form the backbone of infrastructure dependency mapping.
Service Mapping (Option B) builds on Discovery by creating application- and service-level relationships. It maps how application components interact across servers, databases, and middleware, resulting in accurate Application Service models aligned with CSDM. These relationships are created and maintained automatically as the environment changes.
Option A (IntegrationHub ETL) focuses on data ingestion and transformation; it does not inherently create or maintain relationships unless explicitly scripted. Option D (Workflow Studio) orchestrates processes and automations but does not discover or infer CI relationships.
Therefore, the ServiceNow solutions that create automatic relationships are Service Mapping and Discovery, making Options B and C correct.

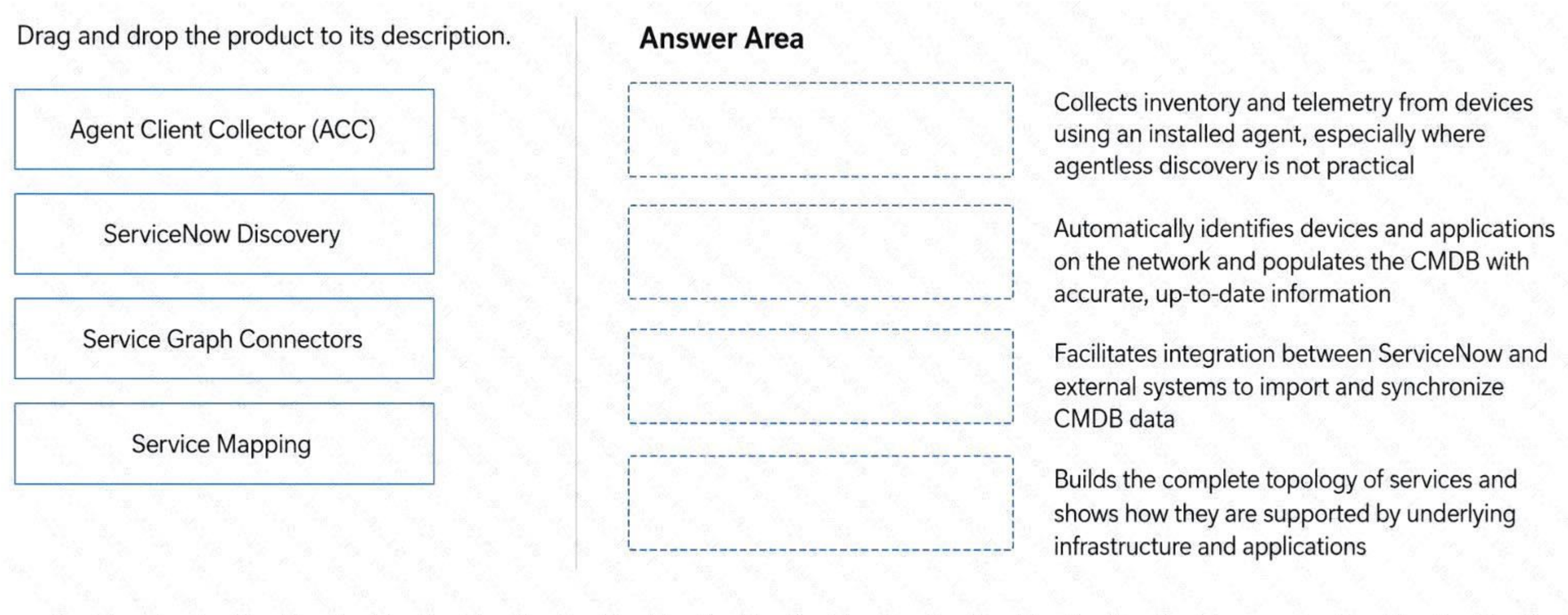
質問: **45**
(2つ選択してください)

CMDB管理者は、シアトルにあるアプリケーションサービスに接続されているすべてのデータベースを検索するCMDBクエリを作成したいと考えています。また、それらのデータベースに関連するインシデントもクエリに含めたいと考えています。
このクエリを作成するために、どのような手順を踏むべきですか？
A. 非CMDBテーブルリストからインシデントテーブルをキャンバスに追加します。
B. アプリケーションサービスノードにプロパティ列を追加します
C. データベースノードにロケーション＝シアトルのフィルタを追加します。
D. 関係レベルを最大2レベルの関係に設定します
正解: **(**正解を表示します**)**
When building advanced CMDB queries using CMDB Query Builder in ServiceNow, the correct approach is to model CI scope, relationships, and task context explicitly on the canvas.
To limit results to databases in a specific location, the administrator must filter the Database CI node by the Location attribute. Therefore, Option C is required to scope the query to Database CIs where Location = Seattle.
To include Incidents related to those databases, the Incident table must be added from the Non-CMDB Tables list and linked through the task_ci relationship. This is exactly what Option A provides. 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 are A (add Incident table) and C (filter Database by location).

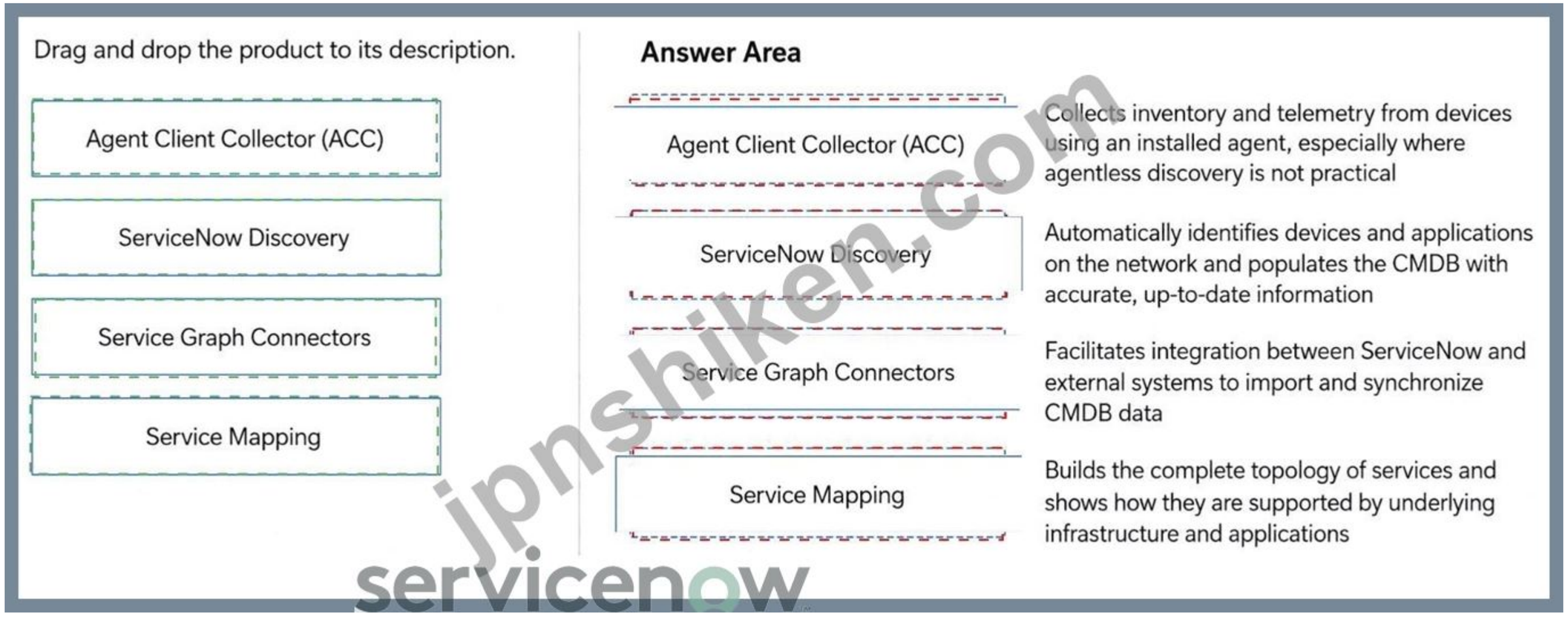
質問: **46**
データセンターマネージャーは、CMDB CIクラスマネージャーと連携して、アプリケーションサーバーとそれらがホストするアプリケーションとの関係を定義しています。企業には、1つ以上のアプリケーションをホストする複数のアプリケーションサーバーがあります。
アプリケーション サーバー テーブル [cmdb_ci_app_server] とアプリケーション テーブル [cmdb_ci_appl] の関係を説明するものはどれですか?
A. 多対多
B. 1対多
C. 多対一
D. 1対1
正解: **A (**コメントを発表する**)**
In Data Foundations, "Configuration" includes modeling CI relationships in a way that reflects real-world technology dependencies and supports operational use cases such as impact analysis, troubleshooting, and service mapping. For "Application Servers host Applications," the scenario describes that multiple Application Servers can host one or more Applications. In most enterprise environments, the reverse is also true: an Application can be hosted across multiple Application Servers (for example, horizontal scaling, clustered deployments, active-active architectures, and separate servers for different tiers or components of the same application).
Because both sides can have multiple related records, the correct logical relationship is many-to-many:
* One Application Server # hosts many Applications
* One Application # can be hosted on many Application Servers
In ServiceNow CMDB terms, many-to-many relationships are represented through the CMDB relationship model (parent/child relationships), enabling the platform to store multiple relationship records linking servers and applications without forcing an unnatural single-reference constraint. This supports better CMDB quality and stronger downstream outcomes-especially for incident triage ("what apps are affected if this server is down?") and change impact analysis ("what servers could be impacted if we change this app component?").
A one-to-many or many-to-one model would incorrectly restrict either the server to one application or the application to one server, which does not align with common hosting patterns and would reduce the CMDB's usefulness and accuracy.

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質問: **47**
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正解:



Explanation:
Agent Client Collector (ACC) # Collects inventory and telemetry from devices using an installed agent, especially where agentless discovery is not practical.
ServiceNow Discovery # Automatically identifies devices and applications on the network and populates the CMDB with accurate, up-to-date information.
Service Graph Connectors # Facilitates integration between ServiceNow and external systems to import and synchronize CMDB data.
Service Mapping # Builds the complete topology of services and shows how they are supported by underlying infrastructure and applications.
Each ingestion product has a specific role in CMDB Data Foundations. ServiceNow Discovery is primarily agentless and discovers infrastructure, applications, and relationships across the network. Agent Client Collector is agent-based and is useful for devices that are intermittently connected, remote, restricted, or difficult to scan through traditional Discovery. Service Graph Connectors are prebuilt, governed integrations used to bring third-party data into the CMDB while aligning with IRE and ServiceNow class models. Service Mapping focuses on service topology by identifying how application services depend on infrastructure and application components. The key distinction is that Discovery and ACC collect technical inventory, Service Graph Connectors integrate external sources, and Service Mapping builds service dependency models.
=========

質問: **48**
CMDB 管理者は、CMDB 内の古い CI を最小限に抑えたいと考えています。
この情報はどの CMDB ヘルス ダッシュボード スコアカードに表示されますか?
A. 正確性
B. 完全性
C. コンプライアンス
正解: **C (**コメントを発表する**)**

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In Data Foundations, "Insight" includes measuring CMDB health in ways that are actionable-so teams can identify where data is degrading and prioritize remediation. Stale CIs (records that are no longer current, not updated, or no longer exist in the environment) are a common source of CMDB risk: they distort reporting, mislead impact analysis, and create noise for operational processes. Reducing staleness supports higher trust in the CMDB and better decision-making.
On the CMDB Health Dashboard, stale CI concerns align most closely with Compliance because staleness is fundamentally about whether CIs continue to meet defined governance expectations over time-such as update frequency, lifecycle status controls, and adherence to rules that indicate whether records are still valid.
Compliance scorecards typically highlight rule-based adherence to standards (for example, policies or health rules indicating that certain CI types must be recently updated or must not exceed staleness thresholds). This makes Compliance the right place to monitor and improve staleness.
By contrast, Completeness focuses on whether required attributes are populated (for example, owner, environment, support group). Correctness focuses on whether values are accurate and relationships make sense. While stale records can indirectly affect correctness, the dashboard tracking of "stale" is primarily treated as a governance adherence issue-whether the CMDB is being maintained according to lifecycle and freshness expectations-therefore it is surfaced through the Compliance scorecard.

質問**: 49**
(2つ選択してください)
CMDB管理者は、CMDBデータ基盤ダッシュボードに表示される指標を監視するかどうかを評価している。
このダッシュボードで結果を継続的に監視するという決定を裏付けるメリットは何ですか？
A. 健康監査に不合格となったすべてのCIのリストを提供します
B. 過去90日間に更新されたアクティブなCIに関する指標を提供します。
C. 識別 ·調整エンジン(IRE)によって処理された構成アイテム(CI)のメトリクスを提供します。
D. CMDB内のすべての孤立した構成アイテムに関するレポート
正解**: B,C (**コメントを発表する**)**
The CMDB Data Foundations Dashboard in ServiceNow is intended to provide ongoing, trend-based visibility into how well the CMDB ingestion and maintenance processes are functioning-not just point-in- time issue lists. This is why continual monitoring of its metrics is valuable.
Option B is correct because tracking active CIs updated in the last 90 days provides a strong indicator of data freshness and operational relevance. A healthy CMDB should reflect recent updates from Discovery, integrations, and governed manual processes. Monitoring this metric over time helps organizations detect stagnation, discovery failures, or integration issues early.
Option C is also correct because metrics for CIs processed by the Identification and Reconciliation Engine (IRE) directly indicate the effectiveness and adoption of governed ingestion practices. Consistent IRE processing confirms that integrations are not bypassing identification rules, reducing duplicates and improving trust in CMDB data. Trending this metric helps validate Data Foundations maturity.
Option A is incorrect because the dashboard is not designed to provide exhaustive audit failure lists; those are handled through certification and remediation workflows. Option D is also incorrect because orphan CIs are a specific health condition surfaced via health rules and remediation tools, not a core benefit metric for continual dashboard monitoring.
Therefore, the correct answers are B and C.

質問**: 50**
エンタープライズアーキテクトは、CMDBの所有者がCSDMのメリットを理解できるよう支援する必要がある。
CSDMドメインを対応するメリットにドラッグアンドドロップしてください。

Foundation

Design and Planning

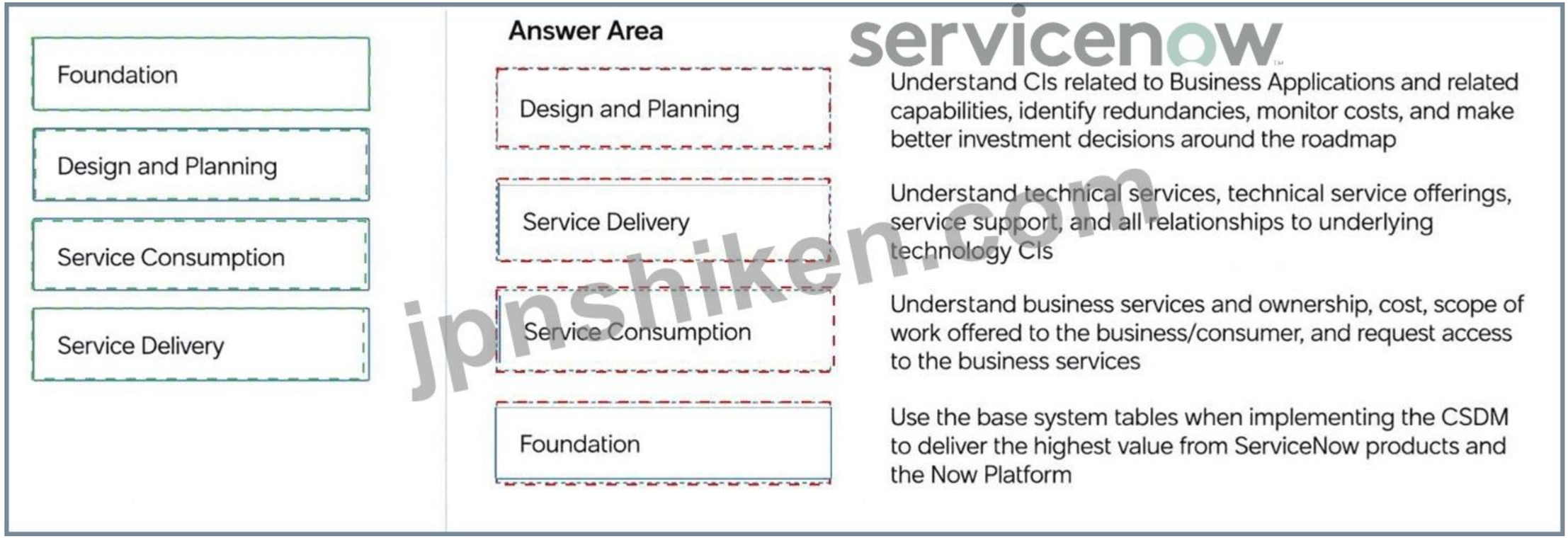
Service Consumption

Service Delivery

Answer Area

	Understand CIs related to Business Applications and related capabilities, identify redundancies, monitor costs, and make better investment decisions around the roadmap
	Understand technical services, technical service offerings, service support, and all relationships to underlying technology CIs
	Understand business services and ownership, cost, scope of work offered to the business/consumer, and request access to the business services
	Use the base system tables when implementing the CSDM to deliver the highest value from ServiceNow products and the Now Platform

正解:



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Explanation:
Foundation # Use the base system tables when implementing CSDM to get the highest value from ServiceNow products and the Now Platform.
Design and Planning # Understand CIs related to Business Applications and related capabilities; identify redundancies, monitor costs, and make better investment decisions around the roadmap.
Service Consumption # Understand Business Services, ownership, cost, scope of work offered to business consumers, and request access to business services.
Service Delivery # Understand Technical Services, Technical Service Offerings, service support, and all relationships to underlying technology CIs.
CSDM separates data into domains so organizations can model business planning, consumption, and technical delivery without mixing concerns. The Foundation domain provides base reference data such as users, groups, companies, locations, and foundational tables used across the platform. Design and Planning supports architecture and portfolio planning through Business Applications, Business Capabilities, and Information Objects. Service Consumption focuses on how services are exposed to and consumed by business users through Business Services and Business Service Offerings. Service Delivery focuses on how services are technically operated using Technical Services, Technical Service Offerings, Application Services, and supporting infrastructure CIs. This separation is what makes CSDM valuable: each domain answers a different management question while still connecting to a unified service model.
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質問: **51**
CMDB構成マネージャーは、ニューヨークのデータセンターにあるすべてのサーバーレコードに対して、CMDBデータマネージャーの削除およびアーカイブポリシーを実装する予定です。
これらの新しいポリシーは、サーバーのライフサイクルのどの段階に影響を与えるのでしょうか？
A. 終末期 - 退職
B. 在庫あり
C. あらゆるライフサイクル状態において
D. 紛失 - 盗難
正解: (正解を表示します)

Delete and archive policies are designed for end-of-life CMDB lifecycle governance. They should apply to records that are no longer active operational CIs and have reached an appropriate retired state. End of Life - Retired is the correct lifecycle state because it indicates that the CI has completed its useful operational lifecycle and can be governed through archival or deletion according to retention rules. Applying delete or archive policies to Inventory - Available records would be dangerous because those CIs may still be valid and usable. "In any lifecycle state" is wrong because unrestricted archival or deletion can remove active, dependent, or operationally important records. "Missing - Stolen" is more aligned with asset disposition and exception handling, not the standard CMDB Data Manager delete/archive target state. Therefore, these policies should affect servers in End of Life - Retired.
=========

質問: **52**
CMDB構成管理チームは、健全で信頼性の高いCMDBの開発に成功しました。検出されたインフラストラクチャデータを統合し、検出不可能なデータ(変更やサポートグループ情報など)を正確に参照し、サービスマッピングを使用してCMDBをサービス対応にしました。
これらの改善により、変更管理プロセスはどのように強化されますか? (2 つ選択してください)
A. 計画や実行に関係なく、変更によってサービスのダウンタイムが発生しないようにします。
B. 変更の潜在的な影響についての洞察を提供します
C. 人間によるレビューや承認なしで変更を自動的にスケジュールして展開します。
D. 割り当てグループフィールドの自動入力を有効にして、変更を動的にルーティングします。
正解: (正解を表示します)
A healthy and trusted CMDB that aligns with Data Foundations principles-covering accurate data ingestion, strong governance, and service-aware relationships-directly strengthens the insight available to Change Management. When discovered infrastructure data is integrated with well-maintained non-discoverable attributes (such as assignment groups, support groups, and ownership), the CMDB becomes a reliable source of truth for evaluating change risk and impact.
Option B is correct because Service Mapping establishes relationships between configuration items (CIs) and business services. This enables change practitioners to perform impact analysis, identifying which services, applications, and downstream components may be affected by a proposed change. Rather than relying on assumptions or tribal knowledge, change records can reference real dependency data, improving risk assessment, scheduling decisions, and stakeholder communication. This aligns directly with CSDM and CMDB best practices, where service context is essential for informed decision-making.
Option D is also correct because accurate, governed non-discoverable data-such as support and assignment groups-allows Change Management processes to dynamically route work. When a change is associated with a CI or service, the system can automatically populate the appropriate assignment group based on CMDB relationships. This improves efficiency, reduces manual errors, and ensures accountability across federated support models.
Options A and C are incorrect because a CMDB, regardless of maturity, cannot guarantee zero downtime, nor does it eliminate the need for human governance, approvals, and risk-based decision-making. Data Foundations enhance insight and control-not unchecked automation or absolute outcomes.

質問: **53**
CMDB管理者がCMDBを確認していたところ、多くのハードウェアCIにシリアル番号が欠落していることに気付きました。管理者は、CIの重複が発生する可能性を懸念しており、この問題を早急に解決したいと考えています。
問題のトラブルシューティングと解決に利用できる ServiceNow が提供する構造化されたガイドラインは何ですか?
A. CMDB データ基盤ダッシュボード プレイブック
B. CSDM データ基盤ダッシュボード プレイブック
C. CMDB ヘルスダッシュボード プレイブック
D. CSDM でプレイブックを作成できるようになりました
正解: (正解を表示します)
When data quality issues such as missing serial numbers threaten CMDB integrity and increase the risk of duplicates, ServiceNow provides prescriptive, step-by-step remediation guidance through the CMDB Data Foundations Dashboard Playbooks.

These playbooks are specifically designed to help administrators identify root causes, assess ingestion and governance gaps, and apply corrective actions using structured remediation plays (Analyze Data, Fix Data, Govern Data). For missing serial numbers, the playbooks guide teams to review Discovery patterns, identification rules, reconciliation sources, and governance controls to ensure authoritative data capture and prevention of future issues.
The CMDB Health Dashboard Playbooks focus on health scoring and metrics, not guided remediation. CSDM Data Foundations Dashboard Playbooks is not a distinct product naming; the correct construct is CMDB Data Foundations. Now Create Playbooks provide implementation project guidance, not operational troubleshooting for live data issues.
Therefore, the correct answer is A - CMDB Data Foundations Dashboard Playbooks, which are purpose-built to quickly troubleshoot and remediate CMDB data quality problems while aligning with best practices in ServiceNow.

質問: **54**
CMDB管理者は、ServiceNow本番インスタンス内に2つの動的照合ルールを設定しました。「Server」クラスには、RAMフィールドの値が最大値となる動的照合ルールが設定されています。「Windows Server」クラスには、RAMフィールドの報告数が最多となる動的照合ルールが設定されています。

Discovery Source	RAM (MB)
Tivoli	4,096
ServiceNow	4,096
LANDesk	2,048
Altiris	8,192

マルチソース CMDB の上記のデータを考慮すると、サーバー CI の RAM の CMDB にはどの値が追加されますか?
A. 2,048 MB
B. 8,192 MB
C. 4,096 MB
正解: **(正解を表示します)**
This question hinges on understanding class-specific Dynamic Reconciliation Rules in CMDB 360 / Multisource CMDB within ServiceNow.
Although two different dynamic rules are configured, the rule applied depends on the CI class being evaluated:
For the Server class, the configured rule is Largest value for the RAM attribute.
For the Windows Server class, the rule Most reported would apply-but only if the CI were evaluated as a Windows Server.
The question explicitly asks for the resulting RAM value for a Server CI, not a Windows Server CI.
Therefore, the Largest value rule governs the outcome.
Looking at the multisource values:
2,048 MB (LANDesk)
4,096 MB (Tivoli)
4,096 MB (ServiceNow)
8,192 MB (Altiris)
Under the Largest value dynamic reconciliation rule, the IRE selects the maximum numeric value, regardless of how frequently it is reported or which source provided it.
The Most reported logic (which would result in 4,096 MB) does not apply here because that rule is configured for a different class (Windows Server).
This scenario illustrates an important CMDB 360 principle: Dynamic reconciliation is evaluated per class, and child-class rules do not override parent-class rules unless the CI is actually classified under that child class.

質問: **55**
CMDBヘルスダッシュボードは、正確性、コンプライアンス、完全性という3つの主要業績評価指標(KPI)に基づいています。各KPIには、複数のサブメトリクスが含まれています。
サブメトリクスをKPIにドラッグしてください。一部のオプションは適用されない場合があります。



正解:



Explanation:
Completeness # Required
Compliance # Audit
Correctness # Orphan
The CMDB Health Dashboard helps administrators measure whether the CMDB is trustworthy, usable, and aligned with governance expectations. The three main CMDB Health KPIs are Completeness , Compliance , and Correctness , and each KPI evaluates a different aspect of CMDB data quality.
Completeness focuses on whether required or expected fields are populated on CI records. A CI may exist in the CMDB, but if important fields such as owner, support group, location, serial number, or environment are missing, the record is not complete enough to support operational processes. Therefore, Required belongs under Completeness .
Compliance focuses on whether CIs follow defined rules, policies, and governance requirements. The Audit sub-metric is associated with Compliance because audits check whether records meet expected standards and whether governance controls are being followed.
Correctness focuses on whether the CI data is accurate and logically valid. Orphan belongs under Correctness because an orphan CI lacks expected relationships or context. For example, a server without expected dependencies or service relationships may reduce the accuracy of impact analysis and operational reporting.
The other visible options, such as Stability , Suggested , and Certify , are not the best fit for the three answer slots shown in this question.

質問: **56**
ServiceNow 管理者は、Sen/ice Graph コネクタを実装して、会社が CMDB に統合したい多数のサードパーティ ソリューションとの統合を実現したいと考えています。管理者が使用できるコネクタのカテゴリは何ですか?
A. クラウド
B. 可観測性
C. DevOps
D. ワークフロー自動化
正解: (正解を表示します)
Service Graph Connectors are a key Data Foundations ingestion capability in ServiceNow. They provide out- of-the-box, upgrade-safe integrations that ingest data into the CMDB using the Identification and Reconciliation Engine (IRE), ensuring data quality and source governance.

Two primary categories of Service Graph Connectors are:
Cloud (Option A): These connectors integrate with major cloud providers and platforms (such as AWS, Azure, and GCP) to ingest infrastructure, platform, and service data into the CMDB. They are essential for managing hybrid and multi-cloud environments and maintaining accurate cloud CI relationships.
Observability (Option B): These connectors integrate with monitoring and observability tools (such as APM, infrastructure monitoring, and telemetry platforms). They provide near-real-time operational data that enriches CI records and supports incident correlation, impact analysis, and service health insights.
Option C (DevOps) is incorrect because DevOps integrations are typically handled through CI/CD tools and workflow integrations rather than Service Graph Connectors. Option D (Workflow Automation) is unrelated; Service Graph Connectors focus on data ingestion, not process orchestration.
Therefore, the correct connector categories are Cloud and Observability, making Options A and B the correct answers.

質問: **57**
アプリケーションとサーバーの関係は何ですか?
A. アプリケーション > 使用者::使用 > サーバー
B. アプリケーション > 使用::使用元 > サーバー
C. アプリケーション > 実行::実行先 > サーバー
D. アプリケーション > 実行場所::実行場所 > サーバー
正解: (正解を表示します)
In Data Foundations (CMDB and CSDM), relationship modeling must reflect real operational dependency so that incident triage, change impact analysis, and service visibility remain accurate. When an Application is hosted on a Server, the standard hosting-style relationship used in CMDB relationship governance is expressed as "Runs on::Runs". This pairing represents the two directional descriptors of the same relationship type: from the application perspective it runs on the server, and from the server perspective it runs the application.
This matters because CMDB relationships are used by downstream capabilities (for example, dependency views, impact calculations, and governance rules). Using the correct out-of-box relationship descriptor pair ensures consistent reporting and prevents confusion when teams traverse relationships "upstream" and
"downstream." In addition, relationship governance rules and inheritance are commonly built around standard relationship types; using the correct "Runs on::Runs" semantics supports validation across subclasses (for example, specific application and server subclasses) without requiring custom relationship definitions.
The other options are either reversed ("Runs::Runs On"), represent different semantics ("Uses::Used by"), or do not align with the typical hosting relationship naming used for application-to-server hosting dependencies.
Therefore, the correct relationship expression between an Application and a Server is Application > Runs on::
Runs > Server.

質問: **58**
CMDB 管理者がサービス グラフ コネクタをインストールし、スクリプト変換をカスタマイズしました。
スクリプト変換のデフォルト定義が更新された場合、後続のアップグレードでは何が起こりますか?
A. アップグレードが停止し、エラーが報告されます
B. スキップされた変更が作成され、スクリプト変換定義には変更が加えられません。
C. サービスグラフコネクタのアップグレードが開始できません
正解: (正解を表示します)
In ServiceNow, Service Graph Connectors deliver data ingestion patterns using protected, upgrade-safe artifacts, including script transforms. When a customer customizes a script transform provided by a Service Graph Connector, ServiceNow follows standard update set and upgrade behavior to protect customer customizations.
During a subsequent upgrade, if the out-of-box (default) script transform definition changes, ServiceNow does not overwrite the customized version. Instead, the platform records a skipped 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 is B - A skipped change is created and no change is made to the script transform definition.

質問: **59**
割り当てられた個人が CI レコードのフィールドを更新できるようにするタスクを作成するのは、どのタイプの CMDB データ マネージャ ポリシーですか。
A. 監査
B. 認定
C. 証明
D. コンプライアンス
正解: **(**正解を表示します**)**
In CMDB governance, different CMDB Data Manager policy types serve different validation and enforcement purposes. When the objective is to allow an assigned individual to review and update specific fields on a CI record, the correct policy type is Certification.
A Certification policy creates actionable tasks that require the assignee to validate and, if necessary, correct specific CI attributes, such as lifecycle status, support group, environment, or ownership. During certification, the user can directly update CI fields to bring the record into compliance with defined standards.
Attestation (Option C) only asks the user to confirm that a CI still exists or 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 when human validation and correction of CI data is required-making it a cornerstone of CMDB data quality management.
Hence, the correct answer is B - Certification.

質問: **60**
CMDB 管理者グループは、最新のパッチが適用されていないサーバー レコードについて、CMDB ヘルス ダッシュボード - コンプライアンス スコアカードに意味のある結果を表示することを目指しています。
この目標を達成するには何を設定する必要がありますか?
A. 認証フィルター、認証テンプレート、監査
B. 技術サービス オファリング、動的 CI グループ、CMDB グループ
C. 古い、孤立した、重複した
D. 認証ポリシー、データフィルタ、スケジュールされたジョブ
正解: **(**正解を表示します**)**
In ServiceNow, the Compliance dimension of the CMDB Health Dashboard is driven by Data Certification.
To surface meaningful compliance results-such as identifying servers that are not on the latest patch-the platform requires a combination of Certification Policies, Data Filters, and Scheduled Jobs.
Certification Policies define what data must be validated and which attributes are subject to compliance checks (for example, patch level, OS version, or last update date). Data Filters scope the population-such as server classes only-ensuring the compliance evaluation targets the correct CIs. Scheduled Jobs automate when certifications run, keeping compliance scores current and reflective of the latest state.
Options A and C are incorrect because audits and stale/orphan/duplicate checks relate to other health dimensions (correctness and completeness), not compliance. Option B focuses on service modeling and group alignment, which does not directly drive compliance scoring for patch currency.
Therefore, configuring Certification Policies, Data Filters, and Scheduled Jobs is required to accurately measure and display patch compliance on the CMDB Health Dashboard.

質問: **61**
Common Service Data Model (CSDM) に従って、サーバー チームはインフラストラクチャ要求用にカタログ アイテムの作成を要求しています。

リクエストの開始と要件の定義にはどの役割が関与しますか?
A. アプリケーションサービスオーナー
B. テクノロジーサービスオーナー
C. エンタープライズアーキテクト
正解: (正解を表示します)
In CSDM, Technology Services (and their Service Offerings) represent how technical capabilities are delivered and consumed by internal teams. When a server team requests a catalog item for infrastructure services (e.g., VM provisioning, storage, OS builds), the role responsible for initiating the request and defining requirements is the Technology 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 Owners focus on how applications are delivered and supported, not on defining infrastructure catalog items. Enterprise Architects provide standards and guidance but do not initiate or define catalog request requirements.
Thus, the correct role is B - Technology Service Owners.

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質問: **62**
構成管理チームは、CMDBに登録されているすべてのサーバーが、その設置場所と正しく関連付けられていることを確認したいと考えている。
チームはどのタイプのCMDBデータマネージャーポリシーを作成しますか？
A. 削除
B. 証明書
C. アーカイブ
D. 認証
E. 引退
正解: (正解を表示します)
The correct answer is Certification because the team is validating a specific CI attribute or relationship:
whether each server is correctly associated with its location. Data Certification is used when assigned users must review and validate specific field values on CI records, such as location, support group, lifecycle status, environment, or ownership. If incorrect, the certifier can update or correct the data. Attestation would be correct only if the question asked users to confirm that the CI still exists or is still valid in general. This question is more precise: the location association must be confirmed, which is an attribute-level validation requirement. Delete, Archive, and Retire are lifecycle policy types used to remove, archive, or transition records, not validate field accuracy. Therefore, Certification is the correct CMDB Data Manager policy type.
==========

質問: **63**
CMDB管理者は、構成アイテム(CI)にサポートグループがないことに気づいた。
サポートグループをCIレコードに自動的に登録 維持するにはどうすればよいですか？
A. テクノロジーマネジメントサービス
B. ダイナミックCIグループ

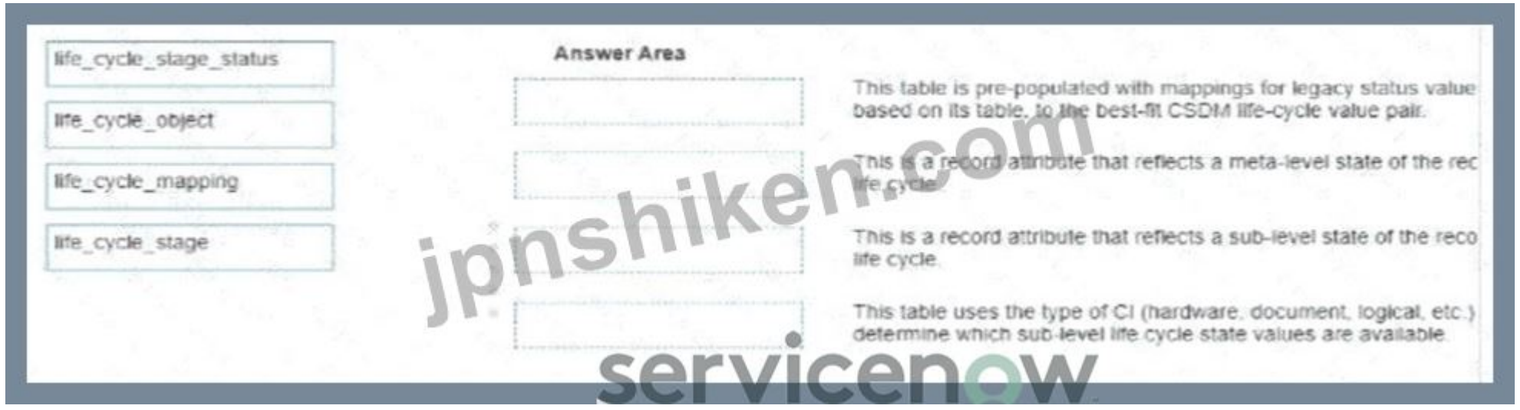
C. テクノロジーマネジメントサービス提供
D. CIクラスマネージャー
正解: (正解を表示します)
The correct answer is Technology Management Service Offering, also called a Technical Service Offering. In CSDM-aligned configuration, Technical Service Offerings can be related to Dynamic CI Groups so that operational ownership values are synchronized to the member CIs. This includes the Support Group, which is used by ITSM processes for routing incidents, problems, and operational work. A Dynamic CI Group alone defines CI membership, but it does not provide the service-offering ownership context by itself. A Technology Management Service represents the broader technical service, while the offering is the consumable operational layer that carries support and management group information. CI Class Manager is used for class and schema configuration, not for automatically maintaining CI support groups. Therefore, the correct mechanism is the Technology Management Service Offering.
=========

質問: **64**
CMDB管理者は、機能的なCMDBを用いた構成管理を確立するよう依頼されました。
ServiceNowでCMDBを正常に運用するために最も重要な要素は何ですか？
A. 明確なガバナンス体制を確立し、CMDBの状態を継続的に監視する
B. CMDBレコードの維持および更新に自動検出ツールを利用する
C. ITチームが必要に応じてCMDBレコードを変更できるようにすることで、データ管理の柔軟性を高める。
D. 構成アイテムの包括的なインベントリを確保するために、CMDBにできるだけ多くのデータを入力する。
正解: (正解を表示します)
The correct answer is Establishing clear governance and continuously monitoring CMDB health . A functional CMDB is not achieved simply by loading large quantities of data or deploying discovery tools. Operationalizing the CMDB requires ownership, standards, data policies, lifecycle controls, class governance, relationship governance, health monitoring, and remediation processes. Discovery is valuable, but without governance it can still create stale, incomplete, duplicated, or poorly related CI data. Allowing teams to freely modify CMDB records creates inconsistency and weakens trust. Populating the CMDB with as much data as possible is also a common failure pattern because excessive, unmanaged data reduces usability and increases maintenance effort. Data Foundations emphasizes trusted, governed, and actionable data. Therefore, the most critical success factor is clear governance combined with continuous CMDB Health monitoring.
=========

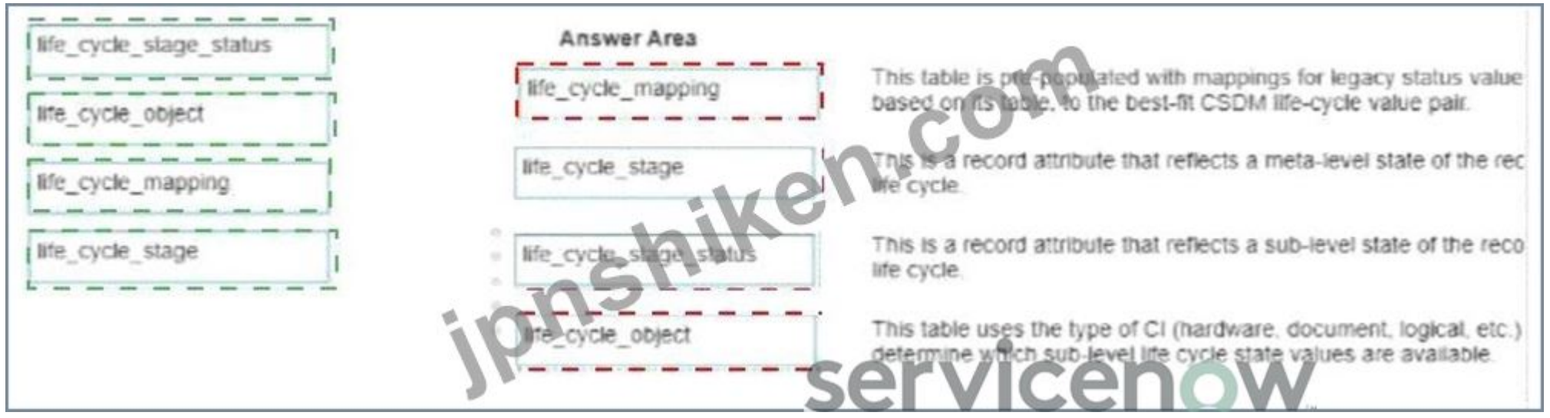
質問: **65**
(2つ選択してください)
構成管理者は、CMDBデータ基盤ダッシュボードを利用するための正当性を示す資料を準備中です。
このダッシュボードの利用によって得られるメリットは何ですか？
A. 変更管理の承認プロセスを自動化します
B. データ品質と完全性を向上させるための実用的な洞察を提供します
C. CMDB内の重複レコードを検出して削除するのに役立ちます
D. CMDBの状態を長期的に監視 ·追跡できます。
正解: (正解を表示します)
The CMDB Data Foundations Dashboard is designed to provide visibility, insight, and guidance into the overall health of CMDB data. Its purpose is not to automate ITSM workflows, but to enable informed decision-making and continuous improvement of configuration data.
One of its primary benefits is providing actionable insights to improve data quality and completeness (Option B). The dashboard highlights gaps in CI attributes, missing relationships, and compliance issues, enabling CMDB administrators and data owners to take targeted corrective actions using Get Well Playbooks.
Another core benefit is enabling organizations to monitor and track CMDB health over time (Option D). The dashboard presents trends across health dimensions-completeness, correctness, and compliance-allowing teams to measure progress, justify investments, and demonstrate maturity improvements aligned to CSDM adoption stages.

Option A is incorrect because Change Management approvals are handled by workflow and policy engines, not the Data Foundations Dashboard. Option C is also incorrect because duplicate detection and remediation are handled through de-duplication tools and the Duplicate CI Remediator, not directly by the dashboard itself.
Therefore, the correct answers are B and D, which accurately reflect the strategic and operational value of the CMDB Data Foundations Dashboard.

質問: **66**
従来のCMDBステータス属性からCSDMライフサイクルオブジェクトへの移行には、いくつかの手順を踏む必要があります。
オブジェクト／属性を適切な説明にドラッグ＆ドロップしてください。



正解:



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.

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

質問: 67
構成管理チームは、CMDB内のすべてのサーバーがデータセンター内に実際に存在することを確認したいと考えています。チームはどのタイプのCMDBデータマネージャポリシーを作成しますか？(1つ選択してください)
A. 認定
B. 削除
C. アーカイブ
D. 削除
E. 証明
正解: (正解を表示します)
Comprehensive and Detailed Explanation (200-300 words)
Within ServiceNow Data Foundations, CMDB Data Manager provides multiple policy types to support governance, data quality, and lifecycle management of configuration items (CIs). The scenario described-confirming that servers recorded in the CMDB physically exist in the data center-is a classic example of existence validation and ownership confirmation, which is exactly the purpose of an Attestation policy.
An Attestation policy is designed to request a human validation from a responsible individual or group (such as a data center manager, platform owner, or infrastructure team). The policy generates attestation tasks that require reviewers to explicitly confirm whether a CI is valid, accurate, and still exists. This aligns directly with CMDB governance best practices and ITIL 4 Service Configuration Management, where periodic verification ensures trust in the CMDB as a system of record.
The other policy types do not meet this requirement:
* Certification is typically used to validate compliance with defined data standards (e.g., mandatory fields populated), not physical existence.
* Delete, Archive, and Retire are lifecycle actions, used after a CI has already been identified as obsolete or no longer required.
* None of these options involve human confirmation of real-world existence.
From a CSDM and Data Foundations perspective, attestation supports:

* CMDB accuracy and credibility
* Audit and regulatory compliance (especially critical in financial services)
* Clear accountability for CI ownership and validation
Therefore, when the goal is to confirm that servers actually exist, the correct and fully aligned CMDB Data Manager policy type is Attestation (E).

質問: **68**
CMDB構成マネージャーが、CMDBヘルスダッシュボードの正確性スコアカードのメトリックを確認しています。サーバークラスの重複メトリックでは、正常な構成アイテム数／評価済み数が59,000／60,000と表示されています。
これは、この指標に基づいて計算されるサーバーレコードの範囲について、何を示しているのでしょうか？
A. この指標の対象となるのは、Linuxサーバーのレコードが59,000件、Windowsサーバーのレコードが60,000件です。
B. この指標の対象となるサーバーレコード数は59,000件です
C. この指標の対象となるサーバーレコード数は1,000件です
D. この指標の対象となるサーバーレコード数は60,000件です
正解: (正解を表示します)
In the CMDB Health Dashboard, the format Healthy CIs / Evaluated separates two different meanings.
The Evaluated value represents the total number of CIs included in the metric calculation scope. The Healthy CIs value represents how many of those evaluated CIs passed the metric. In this question, 60,000 server records were evaluated for the Duplicate metric, so 60,000 server records are in scope. Of those, 59,000 are healthy, meaning they are not considered duplicate according to the duplicate evaluation logic. The remaining 1,000 are not healthy for that metric and require investigation or remediation. Option B incorrectly treats the healthy count as the scope. Option C identifies the unhealthy difference, not the evaluated scope. Option A invents a Linux/Windows breakdown that is not provided by the scorecard. Therefore, the evaluated scope is 60,000 server records.

質問: **69**
CMDB管理者がCMDBの健全性を確認していたところ、ハードウェアCIの大部分にシリアル番号が欠落していることに気づきました。管理者は、CIの重複が発生する可能性があることを懸念しており、この問題を迅速に解決したいと考えています。
問題のトラブルシューティングと解決に利用できる ServiceNow が提供する構造化されたガイドラインは何ですか?
A. CSDM でプレイブックを作成できるようになりました
B. CMDB ヘルスダッシュボード プレイブック
C. CMDB データ基盤ダッシュボード プレイブック
D. CSDM データ基盤ダッシュボード プレイブック
正解: (正解を表示します)
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.

質問: **70**

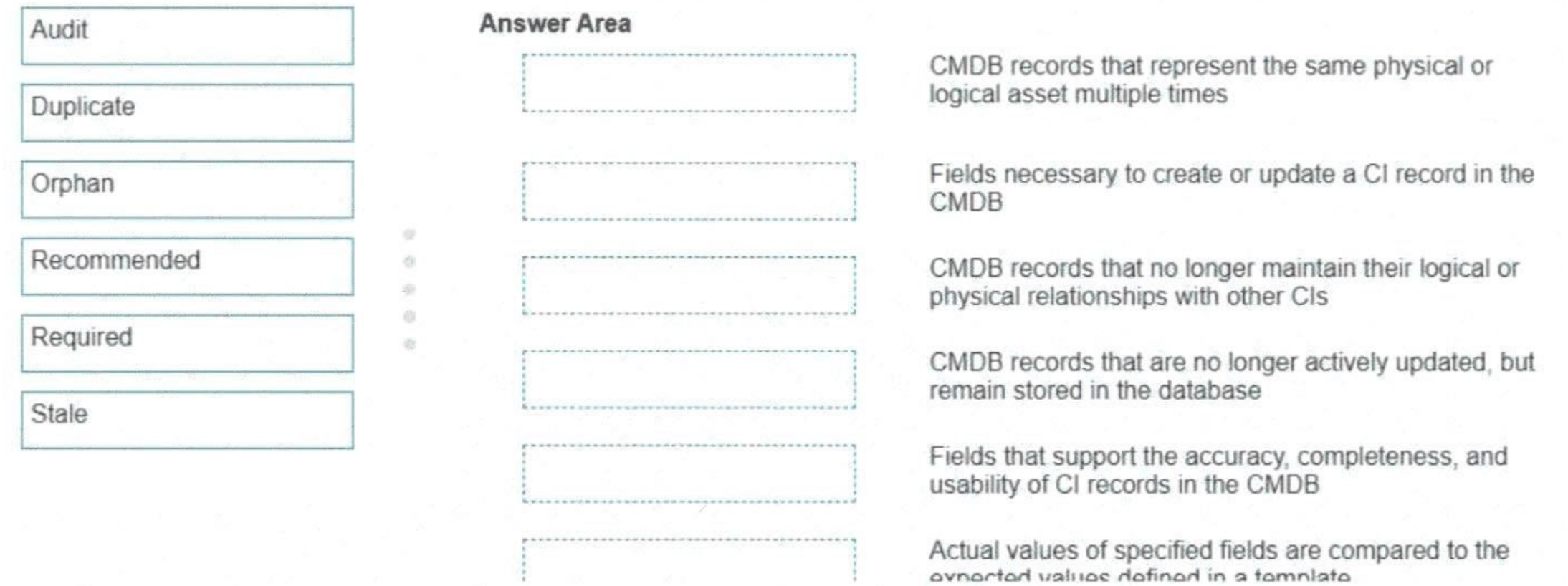
CMDB管理者は、CMDBヘルスダッシュボードとその主要業績評価指標(KPI)の利用を開始したいと考えています。
管理者はこのダッシュボードを使い始めるために何をする必要がありますか？
A. ダッシュボードのスケジュール済みジョブを有効にする
B. ServiceNowストアからダッシュボードをダウンロードしてください。
C. 何も必要ありません。ダッシュボードはデフォルトで有効になっています。
D. ダッシュボードシステムプロパティを有効にする
正解: (正解を表示します)
The CMDB Health Dashboard is available as part of the ServiceNow CMDB capability and does not need to be separately downloaded from the ServiceNow Store or enabled through a special dashboard system property. The dashboard framework is available by default for authorized users. However, this question is specifically asking what must be done to start using the dashboard, not what is required to refresh calculated scores. Health calculations and score updates depend on scheduled jobs, but the dashboard itself is not something the administrator downloads or separately installs. Option A is a common trap: scheduled jobs are needed to generate current health scores, but they are not the action required to activate or obtain the dashboard. Therefore, the best answer is that nothing additional is required because the dashboard is activated by default.
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質問: **71**
金融サービス企業のエンタープライズアーキテクトが企業全体で業務に携わり、各部門の能力を追跡したいと考えています。CSDM 5のどのドメインが使用されていますか？(1つ選択してください)
A. 財団
B. ビルドと統合 (ビルド)
C. サービス消費(販売/消費)
D. 設計と計画(デザイン)
E. サービス提供(技術管理)
正解: (正解を表示します)
In CSDM version 5, enterprise-wide capability tracking is firmly positioned within the Design and Planning domain. This domain is specifically intended to support Enterprise Architecture, Portfolio Management, and Strategic Planning use cases, making it the correct choice for an Enterprise Architect working across the organization.
The Design and Planning (Design) domain focuses on answering "what the business needs and how it should be designed" before services are built or delivered. It includes core concepts such as Business Capabilities, Value Streams, Information Objects, Business Applications, and Architectural relationships. Business capabilities represent what an organization does to achieve its objectives, independent of organizational structure, technology, or implementation. This abstraction is essential for enterprise architects, especially in highly regulated industries like financial services, where strategic alignment and impact analysis are critical.
The other domains do not fit this requirement:
* Foundation provides shared reference data (companies, locations, users) but does not model enterprise capabilities.
* Build and Integration focuses on application development, CI/CD pipelines, and integration layers.
* Service Consumption is concerned with customers, offerings, and how services are consumed.
* Service Delivery models the operational and technical delivery of services, including infrastructure and runtime environments.
From a Data Foundations and CSDM governance perspective, tracking enterprise capabilities in the Design and Planning domain ensures:
* Clear separation between strategy, design, and operations
* Alignment with ITIL 4 strategy and planning practices
* Strong support for impact analysis, rationalization, and transformation initiatives Therefore, Design and Planning (D) is the correct and fully aligned CSDM 5 domain for tracking enterprise capabilities.

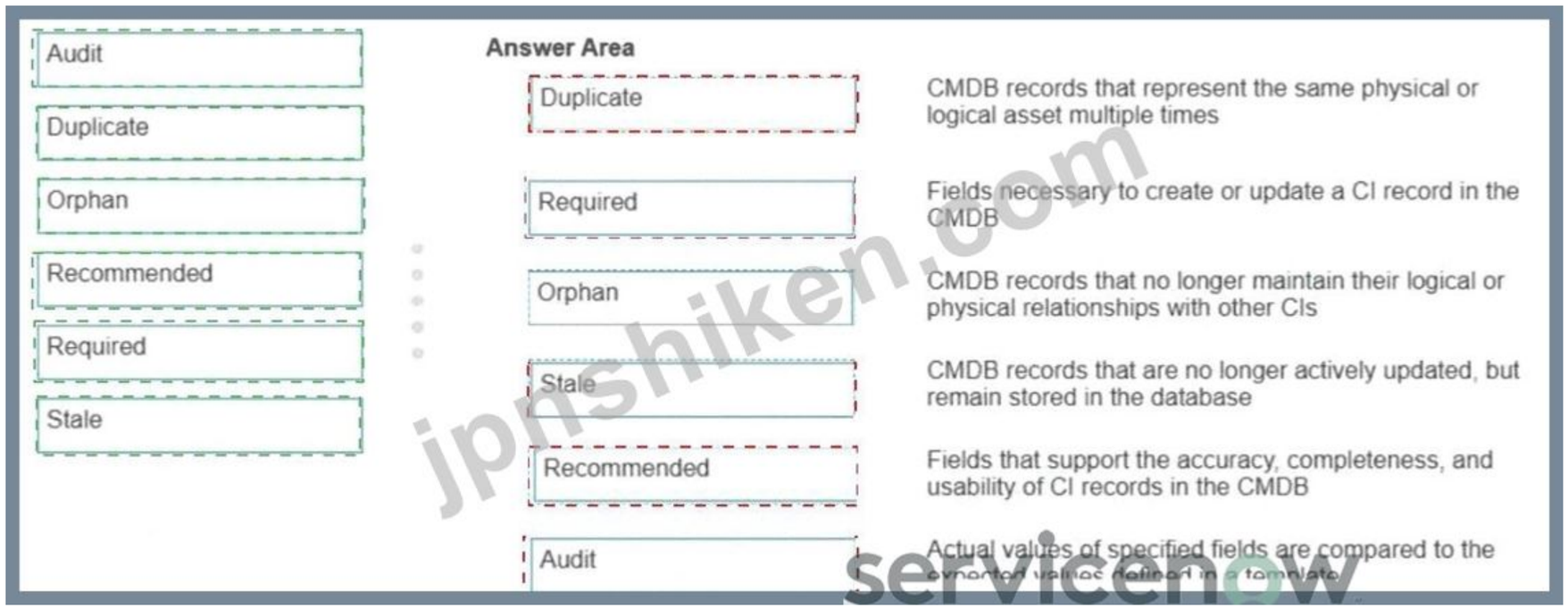
質問: **72**
構成マネージャーは、CMDB 内の同じクラスおよび同じクラス属性セットを更新する権限を持つ複数のデータ ソースを構成しました。

特定のクラスまたはクラス属性セットの信頼できるソースとなるデータ ソースを制御するために、構成マネージャーで何ができますか?
A. 照合ルール内の各データソースに優先順位を割り当てる
B. データソースの更新を正しい順序で手動で実行します
C. 特定の期間でデータ更新ルールを設定する
D. 識別ルール内の各データソースに実行順序を割り当てます。
正解: (正解を表示します)
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.

質問: **73**
CMDBヘルスダッシュボードのメトリックを説明欄にドラッグアンドドロップしてください。



正解:



Explanation:

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

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* Duplicate identifies data quality issues where the same asset is modeled more than once, violating CMDB trust principles.
* Required ensures minimum viable CI creation and update-critical for ingestion and lifecycle integrity.
* Orphan highlights broken relationships, which directly impact impact analysis, Service Mapping, and Change Management.
* Stale flags CIs that are no longer being refreshed by Discovery or other sources but still exist in the CMDB.
* Recommended improves completeness and usability, supporting operational and reporting use cases without being mandatory.
* Audit validates data correctness by comparing CI field values against predefined templates or policies.

This exact mapping is what ServiceNow expects in CMDB Health Dashboard-related exam questions and real-world implementations.

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