ServiceNow
CTA Exam
ServiceNow Certified Technical Architect

Questions & Answers
Demo

Version: 4.0

Question: 1

What is the main focus in the Foundation stage of implementing the CSDM framework?

A. Identifying and populating network infrastructure CIs
B. Preparing accurate business information for reporting
C. Setting up relationships between technology and business
D. Working on CMDB tables associated with ITSM

Answer: C

Explanation:

The Foundation stage of the CSDM framework focuses primarily on establishing the core structure of your CMDB. This involves:
Defining the scope: Determine which services and applications will be managed within the CMDB.
Building the foundation data model: Implement the core CSDM classes and their relationships. This includes key classes like Application Service, Business Application, and Technical Service Offering.
Populating foundational data: Start populating the CMDB with basic information about your core services, applications, and the technologies that support them.
Why not the other options?
A: While network infrastructure CIs are important, they are not the primary focus in the Foundation stage. The focus is on the core service and application model.
B: Accurate business information is crucial for reporting, but the Foundation stage prioritizes establishing the structural relationships within the CMDB.
D: Working with ITSM tables is part of the broader CMDB implementation, but the Foundation stage focuses on the core CSDM classes, which extend beyond ITSM.
Reference: ServiceNow CSDM documentation

Question: 2

How are new classes of Configuration Items (CIs) and relationships created in the ServiceNow CMDB?

A. Importing data from external sources

B. Using predefined templates
C. Using IntegrationHub ETL
D. Extending other classes

Answer: D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is by extending existing classes. This leverages the existing data structure and relationships within the CMDB.
Here's why this approach is preferred:
Inheritance: Extending a class allows the new class to inherit attributes and relationships from the parent class, ensuring consistency and reducing redundancy.
Data Model Integrity: It helps maintain the integrity of the CMDB data model by building upon the established CSDM framework.
Customization: Extending classes provides flexibility to add specific attributes and relationships that are unique to the new CI class.
Why not the other options?
A: While importing data can populate the CMDB, it's not the primary method for creating new CI classes and their relationships.
B: ServiceNow does not offer predefined templates for creating new CI classes.
C: IntegrationHub ETL is a powerful tool for data integration, but it's primarily used for data transformation and loading, not for creating new CI classes.
Reference: ServiceNow CMDB documentation, ServiceNow Developer training materials

Question: 3

What benefits does the Common Service Data Model (CSDM) provide to organizations using ServiceNow products?

A. Rationalization, outage reduction, and business processes alignment
B. Improved security, increased storage capacity, and faster processing speed
C. Automated deployment, maintenance efficiency, and comprehensive monitoring
D. Customization, consistent analysis, and data governance

Answer: D

Explanation:

The CSDM offers several key benefits, and the best fit among the options is D. Customization, consistent analysis, and data governance. Here's why:
Customization: CSDM provides a framework, but it allows for customization to fit specific organizational needs. You can extend the data model with new CI classes and attributes while maintaining a consistent structure.
Consistent Analysis: CSDM enables consistent reporting and analysis across the organization by providing a standardized structure for CMDB data. This makes it easier to gain insights into services,

applications, and their supporting infrastructure.
Data Governance: CSDM promotes data governance by establishing clear definitions, relationships, and ownership for data within the CMDB. This helps ensure data quality and consistency.
Why not the other options?
A: While CSDM can indirectly contribute to rationalization and business process alignment, these are not its primary benefits. Outage reduction is more related to incident and problem management.
B: Improved security, storage capacity, and processing speed are not direct benefits of CSDM. These are more related to the underlying ServiceNow platform infrastructure.
C: Automated deployment and maintenance efficiency are not core benefits of CSDM. While CSDM can support these areas, they are not its main focus.
Reference: ServiceNow CSDM documentation

Question: 4

A system administrator, Priya, notices that certain Configuration Items (CIs) in the CMDB have not populated the required and recommended fields, impacting data integrity. Which KPI should Priya review to diagnose this issue?

A. Compliance
B. Correctness
C. Completeness
D. Relationships

Answer: C

Explanation:

The KPI that directly relates to the issue of missing required and recommended fields is Completeness.
Completeness: This KPI measures the extent to which CI records have all the necessary information filled in. Missing required or recommended fields indicate a lack of completeness in the CMDB data.
Why not the other options?
Compliance: Compliance focuses on whether CIs meet defined standards and policies, not necessarily on the completeness of their data.
Correctness: Correctness relates to the accuracy of the data in the CMDB, not whether all required fields are populated.
Relationships: Relationships measure the connections between CIs, not the completeness of individual CI records.
Reference: ServiceNow CMDB documentation, ServiceNow Knowledge Base articles on CMDB KPIs

Question: 5

What action does the Identification and Reconciliation module perform to reduce duplicates in the CMDB?

A. Merges duplicate records automatically
B. Uses identification rules to uniquely identify CIs
C. Validates data sources to ensure accuracy
D. Assigns unique identifiers to each CI

Answer: B

Explanation:

The Identification and Reconciliation (I&R) module uses identification rules to uniquely identify CIs. These rules help the system determine if a CI discovered or imported from a data source already exists in the CMDB or if it's a new CI.
Here's how it works:
Identification Rules: These rules define criteria for matching CIs based on their attributes (e.g., serial number, MAC address, hostname).
Matching and Reconciliation: When new data comes in, the I&R engine applies the rules to find potential matches. If a match is found, the system can either update the existing CI with new information or flag it as a potential duplicate for review.
Why not the other options?
A: While the I&R engine can facilitate merging duplicates, it doesn't automatically merge them without human review and approval.
C: Data source validation is important, but it's not the primary function of the I&R engine in duplicate reduction.
D: Assigning unique identifiers is a function of the CMDB itself, not specifically the I&R engine.
Reference: ServiceNow Identification and Reconciliation documentation

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