

ServiceNow Certified Implementation Specialist – Data Foundations (CMDB and CSDM)

This ServiceNow Certified Implementation Specialist course covers designing, managing, and improving CMDB and CSDM data and prepares you for the ServiceNow CIS-DF certification exam. Move beyond the basics of using the ServiceNow platform: learn how data is structured, governed, and used inside ServiceNow and start taking on configuration and data ownership. You'll practice keeping your CMDB useful, reliable, and easy to work with as your environment grows. You'll also learn how data flows into ServiceNow, how to keep it accurate over time, and how to make sense of it through dashboards and reporting. By the end, you'll understand how experienced admins maintain clean, trustworthy data that supports the entire platform, plus you'll be prepped for more advanced ServiceNow roles and certifications.

[CBT Nuggets course material](#) →

 **STUDY PLAN**

WEEK 1

Foundational Data Concepts for ServiceNow

What Is CSDM?

The CSDM Layers And How They Work

The Three Pillars Of CMDB

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Working With CMDB Data In ServiceNow

How Are CIs Represented In ServiceNow?

The Importance of CI Class Hierarchy

Managing Class And CI Relationships

Tracing CI Relationships

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Basics Of CI Discovery And Ingestion

How The Discovery And Ingestion Process Works

Where To Find These Things In ServiceNow

Automated Discovery Is Just One Option

Challenge & Solution

Identification And Reconciliation Rules

How Do Identification And Reconciliation Rules Work?

Understanding Identification Rules

Testing Identification Rules

Independent vs Dependent Identification Rules

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Reconciliation Rules In-Depth

Understanding Reconciliation Rules

Creating Reconciliation Rules

Testing Reconciliation Rules

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Identification and Reconciliation Deep-Dive

Data Refresh Rules

How Multiple Reconciliation Rules Interact

Using Filter Conditions With IRE

Debugging Reconciliation Rules

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Data Source Rules and Relationships

IRE Data Source Rules

CMDB Relationship Discovery

CI Relationship Restrictions

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Maximizing Organizational Visibility with CIs

Connecting CIs to ITSM Records In ServiceNow

Using Dependency Views

Navigating the CMDB Workspace

Using the Unified Map

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CI Discovery Deep-Dive

Basic MID Server Setup

Running and Validating a MID Server

Setting Up A CI Test Lab

Running Automated Discovery

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CMDB Health Management Basics

A High-Level Overview

Understanding Completeness, Correctness, and Compliance

Health Inclusion Rules

Running CMDB Health Checks

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CMDB Compliance In-Depth

The 3 Main Components of CI Compliance

Creating Certification Filters and Templates

Creating and Running Audits

Visualizing Compliance

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CMDB Correctness In-Depth

Creating and Running Orphan Rules

Creating More Complex Orphan Rules

Creating and Running Staleness Rules

Dealing With Duplicates

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CMDB Relationship Health

Calculating and Viewing Relationship Scores

Understanding Duplicate, Orphan, and Stale Relationships

Relationship Compliance

Hosting And Containment Rules

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Additional CMDB Governance Tasks

CI Reclassification

Attestation and the CMDB Data Manager

Running Policies and Completing Attestation Tasks

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Data Policies In-Depth

What Are Data Policies Anyway?

Retire Policies In-Depth

Archive Policies

Certification Policies

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Subflows For Data Management

Basics of Subflows

Creating and Using Subflows

Understanding Subflow Inputs

Creating New Policy Subflows

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Going Deeper With The Data Manager

Working With Retirement Definitions

Excluded Records

Record Exclusion In-Depth

Data Manager Analytics

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CMDB De-Duplication Tools

De-Duplication Basics

Creating a De-Duplication Template - Basic Setup

Creating a De-Duplication Template - Merging CIs

Testing De-Duplication Templates

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Working With The CMDB Query Builder

Creating Your First CMDB Query

Making Queries More Specific

Multi-Level Queries

Adding Multiple Relationships To A Node

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Working with CMDB Groups and Dynamic CI Groups

What Are CMDB and Dynamic CI Groups?

Creating CMDB Groups

Creating Dynamic CI Groups

Using Dynamic CI Groups

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Organizing CIs Hierarchically

From Business Capabilities to Servers - The Full Hierarchy

Creating CIs, Applications, and Application Services

Creating Business Services and Business Capabilities

Where Do Business Apps and Technical Services Fit In?

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