

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank[®] Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank[®] Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite - Certified System Administrator recommended
- Note: current CIS-ITSM, Discovery, HAM, SAM, VR and SIR holders must also pass CIS-DF by December 31, 2026, per ServiceNow

TARGET AUDIENCE

- ServiceNow administrators, implementers and architects
- Configuration managers and CMDB owners
- Anyone heading for an ITSM, ITOM, ITAM or SecOps CIS
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Data Foundations (CMDB and CSDM)
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	75 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank[®] Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to build and govern a trustworthy CMDB: configuration, ingestion with Discovery, Service Graph Connectors and IntegrationHub ETL, the Identification and Reconciliation Engine, CMDB health and governance, insight, and the Common Service Data Model (CSDM).

CIS - Data Foundations is now the required prerequisite for the ITSM, Discovery, HAM, SAM, Vulnerability Response and Security Incident Response CIS exams.

This course prepares you for the **ServiceNow CIS - Data Foundations (CMDB and CSDM)** exam.

WHAT YOU WILL BE ABLE TO DO

- Plan a CMDB deployment around the CSDM
- Use CI Class Manager
- Populate the CMDB from Discovery, Service Graph Connectors and IntegrationHub ETL
- Apply the Identification and Reconciliation Engine
- Govern data quality with the CMDB Health Dashboard
- Find and fix duplicate CIs and build queries with Query Builder

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Configuration
- Ingest
- Govern
- Insight
- CSDM Fundamentals

EXCLUSIVE LEARNING PACKAGE

- thinQtank[®] Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

CIS - Data Foundations

Required for ITSM, ITOM, ITAM and SecOps

CIS exams

CIS specializations

ITSM, Discovery, HAM, SAM, VR, SIR

COURSE MODULES

01 Configuration

15% of exam

- › Topic A: CMDB data model
- › Topic B: CI classes
- › Topic C: CI Class Manager

02 Ingest

19% of exam

- › Topic A: Discovery and Service Graph Connectors
- › Topic B: IntegrationHub ETL
- › Topic C: IRE and multisource CMDB

03 Govern

35% of exam

- › Topic A: CMDB health
- › Topic B: Data certification and attestation
- › Topic C: Duplicate management

04 Insight

20% of exam

- › Topic A: CMDB Workspace
- › Topic B: Query Builder
- › Topic C: Dashboards and reporting

05 CSDM Fundamentals

11% of exam

- › Topic A: CSDM domains
- › Topic B: Services and offerings
- › Topic C: Adoption stages

TERMS

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