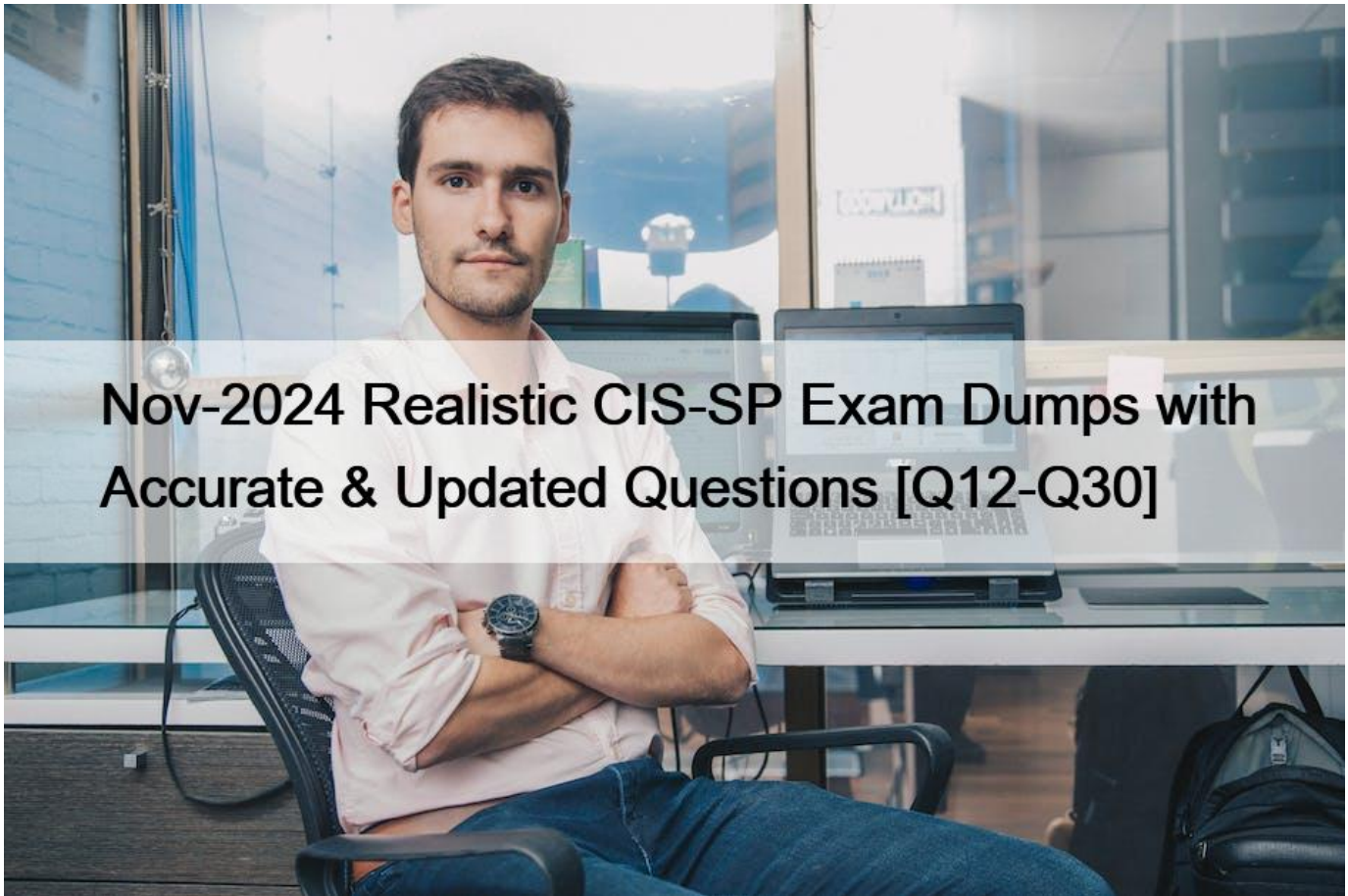


Nov-2024 Realistic CIS-SP Exam Dumps with Accurate & Updated Questions [Q12-Q30]



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Q12. In a new domain separated instance, which data will a user in customer Domain X definitely have visibility to?

Choose 2 answers

- * Primary Domain
- * Parent domains of Domain X
- * Child domains of Domain X
- * Default Domain
- * Domain X

In ServiceNow, domain separation is used to segregate data, processes, and administrative tasks into logical groupings called domains. This allows for control over data visibility and operations within an instance. When it comes to data visibility:

* Domain X: A user in Domain X will definitely have visibility to their own domain, as this is the primary context in which they operate.

* Child domains of Domain X: Users can view data in their home domain (Domain X) and any child domains of that home domain. This is because child domains inherit permissions and visibility from their parent domains, allowing users in a parent domain to see data in the child domains¹.

However, users do not have access to data present in their parent domains or other unrelated domains by default. The primary domain and default domain are typically reserved for global or top-level administrative purposes and are not automatically visible to users in customer domains unless specific permissions are granted¹².

It's important to configure domain separation carefully to ensure that users have the appropriate level of access to data necessary for their roles while maintaining the security and integrity of the data across the instance³¹.

Q13. What is delegated administration?

- * Allows users without the admin role to develop applications.
- * Allows service providers to grant admin access to their customers.
- * Allows tasks and approvals to be handled temporarily by another user.
- * Another name for Process Separation.

Delegated administration in ServiceNow allows tasks and approvals to be temporarily handled by another user. This functionality is particularly useful in scenarios where the primary user is unavailable, ensuring that workflows and processes continue without interruption. It helps maintain efficiency and continuity in service management by allowing designated users to take over specific responsibilities temporarily.

Reference:

- * [ServiceNow Product Documentation on Delegated Administration](#)¹
- * [ServiceNow Knowledge Base on Delegated Approvals and Tasks](#)²

Q14. What's a good globally unique candidate field that could be used to populate UserID?

- * Last Name
- * Employee Number
- * Email
- * SSN

When selecting a field to populate UserID in ServiceNow, it's crucial to choose an identifier that is globally unique to ensure that each user can be distinctly identified. The best practices for such identifiers include:

- * **Employee Number:** Typically, an employee number is unique to an individual within an organization and does not change, making it a reliable identifier¹.
- * **Email:** An email address is inherently unique as it is tied to an individual and is used for communication, which also makes it a suitable candidate for UserID².
- * **SSN (Social Security Number):** While SSN is unique to each individual, it's important to note that using SSN as an identifier should be approached with caution due to privacy and security concerns. However, it is unique and could technically be used to populate UserID³.

The Last Name is not a good candidate for UserID because it is not globally unique; many individuals can share the same last name and it can change over time due to personal reasons.

For further details on creating unique identifiers and best practices, ServiceNow provides documentation and guidelines which can be referred to for implementing these practices within the ServiceNow environment.

Q15. Process Domains are used to consolidate process updates for easy maintenance. What is the recommendation for handling such domains?

- * Update the Global processes rather than creating overrides in the process domain
- * Create overrides in the process domain or update Global processes
- * Creating overrides in the process domain and update Global processes
- * Create overrides in the process domain rather than updating Global processes

When handling process domains in ServiceNow, the recommended approach is to create overrides in the process domain rather than updating the global processes. This strategy ensures that any customizations or specific requirements for a particular domain do not interfere with the global processes, which are intended to be standard and consistent across the entire organization.

Creating overrides in the process domain allows for more granular control and flexibility, enabling specific adjustments without impacting the overall system's integrity. This approach aligns with best practices for maintaining system stability and ensuring that updates or changes are isolated to the relevant domain.

For more detailed information, you can refer to the following resources:

- * [ServiceNow Learning Portal](#)
- * [ServiceNow Knowledge Base](#)
- * [ServiceNow Developer Portal](#)

Q16. Which represents the direction in the domain hierarchy in which can you see data?

- * You can see data in child domains of your current domain (downstream)
- * You can see data in parent domains of your current domain (upstream).
- * You can only see data in your current domain.
- * You can see data from parents and children of your current domain.

In ServiceNow, domain separation allows for hierarchical data visibility. Users in a parent domain can see data in their child domains, which is referred to as downstream visibility. This ensures that higher-level domains have access to the data of their subdomains, facilitating centralized management and oversight. However, users in child domains cannot see data in their parent domains (upstream) or sibling domains unless explicitly granted access.

Reference:

- * [ServiceNow Domain Separation Documentation1](#)
- * [ServiceNow Knowledge Base on Domain Separation2](#)

Q17. What are common concerns that might lead to a multi-instance strategy:

Choose 3 answers

- * Centralized reporting
- * Sensitive internal service provider data
- * Highly regulated industries
- * Data residency
- * Domain separation licensing cost

A multi-instance strategy is often adopted due to concerns about data security, regulatory compliance, and data sovereignty.

- * Sensitive internal service provider data (B): Multi-instance architectures provide a separate database for each user interaction,

which significantly reduces the risk of attacks and ensures data isolation¹. This is crucial for service providers who handle sensitive data and require strict data control and privacy.

* **Highly regulated industries** : Industries such as finance, healthcare, and government are subject to stringent regulations. Multi-instance infrastructures offer on-premise-level security and allow for greater flexibility and control, which is necessary to comply with industry-specific regulations¹.

* **Data residency (D)**: Data residency refers to the physical or geographical location of an organization's data. Due to various national laws and regulations, organizations may need to ensure that their data is stored and processed within specific jurisdictions. Multi-instance infrastructures support this requirement by providing dedicated databases that can be located as per the data residency needs¹.

Centralized reporting (A) and domain separation licensing cost (E) are not typically concerns that lead to a multi-instance strategy. Centralized reporting can be achieved within both multi-instance and multi-tenant environments, and domain separation licensing cost is a factor related to the ServiceNow platform's domain separation feature, which is different from the infrastructure considerations of multi-instance versus multi-tenant setups²³⁴.

Q18. On a new standalone table, what domain will a new record be created in by default?

- * The user's home domain
- * The user's current session domain
- * The records domain
- * The domain of the referenced company

In ServiceNow, when a new record is created on a standalone table, the domain of the new record is set to the user's current session domain by default. This means that the domain context in which the user is operating at the time of record creation determines the domain assignment for that record. This behavior ensures that the data is correctly categorized within the domain structure, adhering to the visibility and access controls that have been established.

The concept of domain separation in ServiceNow is integral to its multi-tenancy model, allowing for data, processes, and administrative tasks to be segregated across different domains within a single instance. This is particularly useful for managed service providers (MSPs) who need to maintain distinct operational environments for multiple customers or departments within the same ServiceNow instance.

For a new standalone table, unless explicitly defined otherwise, the system defaults to using the user's current session domain for new records. This is supported by ServiceNow's documentation on domain separation best practices and the management of data within domains¹². It's important to note that while the default behavior is as described, administrators have the ability to configure domain rules and behaviors to suit specific organizational needs.

Q19. If a business rule exists in the parent domain and a separate non-overriding business rule exists in the child domain, which rule will run for the child domain?

- * The parent rule will run
- * Both rules will run
- * The child rule will run
- * Neither rule will run

In ServiceNow, domain separation allows for the partitioning of data, processes, and administrative tasks into distinct domains within the same instance. When it comes to business rules, if a business rule exists in the parent domain and another non-overriding business rule exists in the child domain, both rules will be executed for the child domain¹.

This behavior is part of the domain hierarchy logic, where the child domain inherits the properties and rules of its parent unless explicitly overridden. Since the business rule in the child domain is non-overriding, it does not cancel or replace the parent domain's rule. Instead, it adds to the logic that will be processed when the conditions for the business rule are met.

Therefore, when an action occurs that triggers the business rules, the system will first run the business rule from the parent domain followed by the business rule from the child domain. This ensures that the foundational logic set by the parent domain is always applied, while still allowing for additional, domain-specific customizations in the child domains².

It's important to note that this behavior can be controlled and configured according to the needs of the organization, and understanding the implications of domain inheritance is crucial for proper domain separation management in ServiceNow³.

Q20. To data separate a new table, add a field named:

- * sys_domain with a field type of String.
- * sys_domain with a reference to the Domain table.
- * sys_domain with a field type of Domain ID.
- * Domain referencing the Company table.

To data separate a new table in ServiceNow, you should add a field named sys_domain with a reference to the Domain table. This approach leverages ServiceNow's domain separation capabilities, which allow for the segregation of data across different domains. By referencing the Domain table, you ensure that the new table can properly segregate data based on domain, maintaining data integrity and security.

Reference:

- * [ServiceNow Domain Separation Documentation](#)
- * [ServiceNow Knowledge Base Article](#)

Q21. Name the methods available to provide data access to a user outside of their domain hierarchy.

Choose 2 answers

- * Contains
- * Domain scope
- * Access Control Lists
- * sys_visibility.domain system property
- * Visibility

In ServiceNow, providing data access to a user outside of their domain hierarchy can be achieved through the following methods:

1. Access Control Lists (ACLs): ACLs are used to define permissions for accessing data within ServiceNow. By configuring ACLs, you can grant specific users or groups access to data outside their domain hierarchy. This is done by setting up rules that allow or deny access based on various conditions, such as roles, user attributes, or specific field values¹.
2. sys_visibility.domain system property: This system property can be configured to control the visibility of records across different domains. By setting this property, you can define which domains' data should be visible to users outside their own domain hierarchy. This allows for more granular control over data access and visibility².

These methods ensure that users can access the necessary data while maintaining the integrity and security of the domain separation model.

1: [ServiceNow ACL Documentation](#)

2: [ServiceNow Domain Separation Documentation](#)

Q22. What domain must administrators choose to apply an Updates Set?

- * Global
- * Top
- * The domain of the Update Set.
- * The parent domain of the Update Set.

In ServiceNow, when applying an Update Set, administrators must select the Global domain. This is because Update Sets are designed to be applied from the Global domain to ensure that the changes are captured and can be moved across the instance without being restricted by domain separation¹. The Global domain is the default domain where all the configuration records are created and where administrators typically work unless they switch to another domain for specific tasks¹.

The Update Set system in ServiceNow is a mechanism for grouping and moving customizations from one instance to another or within the same instance. It captures the configuration changes made by administrators and bundles them into a set that can be transferred and applied elsewhere. Since the Global domain is the highest level in the domain hierarchy and is not restricted by domain-specific rules, it is the appropriate choice for applying Update Sets to ensure that the changes are universally available across all domains within the instance

Q23. With the System Property `esm_auto_account_domain_generation` set to True:

- * Customer accounts may optionally be assigned to a domain.
- * CSM self-service users are prevented from seeing each other's cases and requests
- * A new domain is created automatically whenever a new account is added.
- * A new account is created automatically whenever a new domain is added.

When the system property `esm_auto_account_domain_generation` is set to True, it specifies that a new domain is created automatically and placed under the TOP domain whenever a new account in the Customer Service application is created. If the `parent` field on the account form is populated and a new record is inserted, it creates that account as a subdomain of the parent. This property is particularly relevant in domain-separated environments, ensuring that new account records are properly organized within the domain hierarchy².

Q24. What tables that are considered process related tables are excluded from domain separation?

Choose 3 answers

- * UI Policies
- * Business Rules
- * Access Controls
- * System Property
- * Workflow
- * Client Scripts
- * Script Include

In ServiceNow, domain separation is used to separate data, processes, and administrative tasks into logical groupings called domains. This allows for control over various aspects of this separation¹. However, certain process-related tables are excluded from domain separation to maintain the integrity and functionality of the system across different domains.

- * **Business Rules (B):** Business rules are global by nature and are designed to apply system-wide logic before or after database operations, regardless of the domain. This is why they are excluded from domain separation.
- * **Access Controls :** Access controls (ACLs) define what data users can access and how they can interact with it. Similar to business rules, ACLs are also global and not domain-specific to ensure consistent security practices across the platform.
- * **System Property (D):** System properties are configuration settings that affect the entire ServiceNow instance. Since these settings can have far-reaching implications on the system's behavior, they are not separated by domain to avoid conflicts and ensure uniformity in configuration.

These exclusions are necessary to ensure that fundamental system behaviors remain consistent and predictable, regardless of the domain context. It's important to note that while these tables are excluded from domain separation, the data within other tables can be separated and controlled as per domain requirements.

Q25. Visibility can be granted to users by which of the following means:

Choose 2 answers

- * User visibility domains
- * Group Membership
- * Role
- * Default Domain

Visibility in ServiceNow can be granted to users through Group Membership and Role.

* **Group Membership:** Users can be assigned to specific groups, and these groups can be granted visibility to certain records or functionalities within ServiceNow. This method allows for efficient management of user permissions based on their group affiliations.

* **Role:** Roles define a set of permissions that can be assigned to users. By assigning roles to users, administrators can control what users can see and do within the platform. Roles are a fundamental part of access control in ServiceNow.

Reference:

- * [ServiceNow User Criteria and Access Control](#)
- * [ServiceNow Group Management](#)

Q26. To extend a data separated base table and have the table extension also be data separated, you must:

- * Add `sys_domain`, `sys_overrides`, and Domain Path fields.
- * Add a `sys_domain` and `sys_overrides` field.
- * Extend the table and it will be data-separated automatically.
- * Add a `sys_domain` field.

To extend a data-separated base table and ensure that the table extension is also data-separated, you must add the `sys_domain`, `sys_overrides`, and Domain Path fields. This ensures that the new table inherits the domain separation properties of the base table, maintaining data integrity and security across different domains.

- * **`sys_domain`:** This field references the Domain table and is essential for domain separation.
- * **`sys_overrides`:** This field is used to manage overrides in the domain-separated environment.
- * **Domain Path:** This field helps in maintaining the hierarchical structure of domains.

Reference:

- * [ServiceNow Domain Separation Documentation](#)
- * [ServiceNow Knowledge Base Article](#)

Q27. What is the mechanism for placing records in the Default domain?

- * Business Rules
- * Domain Path

- * Process Separation
- * Data Policy

In ServiceNow, the mechanism for placing records in the Default domain is primarily managed through the Domain Path. The Domain Path is a hierarchical structure that determines the domain in which a record resides. When a record is created, it is assigned a domain based on the domain path of the user or process creating the record. If no specific domain is assigned, the record defaults to the 'Default' domain.

This mechanism ensures that records are correctly categorized and managed within the appropriate domain, maintaining the integrity of domain separation and data access controls.

For more detailed information, you can refer to the following resources:

- * [ServiceNow Domain Separation Documentation](#)
- * [ServiceNow Knowledge Base Article](#)

Q28. Which are the available Domain Types on a baseline instance?

Choose 3 answers

- * MSP
- * Primary
- * TOP
- * Customer
- * Vendor

In a baseline ServiceNow instance, the available domain types include Primary, TOP, and Customer. These domain types are part of the domain hierarchy that ServiceNow uses to organize data, processes, and administrative tasks within the platform.

- * **Primary:** This is the main domain where the instance is initially set up. It's the starting point for the domain hierarchy and typically contains the core configurations and settings for the instance.
- * **TOP:** The TOP domain is the highest level in the domain hierarchy, above all other domains. It is used for defining global processes and settings that can be inherited by lower-level domains.
- * **Customer:** Customer domains are created to represent individual customers or tenants in a multi-tenancy environment. Each customer domain can have its own unique configurations, processes, and data that are separate from other domains.

The concept of MSP (Managed Service Provider) and Vendor domains are not standard domain types in a baseline instance but can be configured as part of a domain separation strategy to cater to specific business needs. The ServiceNow documentation provides detailed information on domain separation, including the types of domains and how they are used within the platform. Domain separation allows organizations to maintain data privacy and process customization across different business entities within a single instance of ServiceNow.

Q29. What type of detailed results or actions are included in the domain audit?

Choose 3 answers

- * incorrect user domain logins
- * escalate the errors as incidents
- * records or configurations affected
- * recommended actions to remedy errors and warnings
- * ability to re-run the audit

A domain audit in ServiceNow is a comprehensive review process that includes various actions and results to ensure the integrity and proper functioning of domain-separated environments¹. The detailed results or actions included in a domain audit typically encompass:

- * **Records or configurations affected** : The audit identifies which records or configurations have been impacted by any issues. This includes changes to the operating system, applications, or devices, and is crucial for tracking system operations and use².
- * **Recommended actions to remedy errors and warnings (D)**: The audit provides recommendations for corrective actions to address any identified errors and warnings. This is part of the audit management process, where continuous monitoring using indicators and CMDB evidence helps in building or editing pre-built workflows for audit engagements, control or risk assessments, and remediation³.
- * **Ability to re-run the audit (E)**: After addressing the issues, the audit can be re-run to verify that the errors have been resolved and that the domain is functioning correctly. This ensures ongoing compliance and security within the ServiceNow environment².

Incorrect user domain logins (A) and escalating errors as incidents (B) are not typically included in the domain audit results or actions. Instead, these aspects are more related to the operational monitoring and incident management processes within ServiceNow².

Q30. The Default domain should be specifically used for which purposes?

Choose 2 answers

- * Help identify integrations that are incorrectly creating global data
- * contain sharable domain data across domains in an instance
- * Capture records with no domain on tables that should not have global data
- * to be configured as the Primary domain for an instance
- * contain the default process for an instance

The Default domain in ServiceNow is specifically used for the following purposes:

1. **Help identify integrations that are incorrectly creating global data**: The Default domain can be used to track and identify any integrations that are mistakenly creating data in the global domain instead of the intended specific domain. This helps in maintaining data integrity and ensuring that data is correctly segregated.
2. **Capture records with no domain on tables that should not have global data**: The Default domain is also used to capture records that do not have a domain specified on tables where global data should not be present. This ensures that such records are not incorrectly placed in the global domain, maintaining the separation and security of data.

For more detailed information, you can refer to the following resources:

- * [ServiceNow Support Article on Domain Separation](#)
- * [Developing Domain-Separated Applications](#)

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