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Question 1

Question Type: MultipleChoice

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

Options:

- A- Last Name
- B- Employee Number
- C- Email
- D- SSN

Answer:

B, C, D

Explanation:

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.

Question 2

Question Type: MultipleChoice

What is the best practice regarding User Criteria and Shared Knowledge Bases?

Options:

- A- Knowledge bases and User criteria should be defined in Global
- B- Knowledge bases and User criteria should be defined in the company domain
- C- Knowledge bases and User criteria should be defined in the parent domain so that they can be visible in a child domain
- D- Knowledge bases and User criteria should be defined in the service provider domain

Answer:

C

Explanation:

In ServiceNow, the best practice for setting up User Criteria and Shared Knowledge Bases is to define them in the parent domain. This approach ensures that the knowledge bases are accessible to all relevant child domains, promoting efficient information sharing and management. When knowledge bases and user criteria are defined at the parent domain level, they inherit down to the child domains, allowing for centralized control while still supporting visibility across the domain hierarchy.

This practice aligns with the principles of domain separation, which is a key feature in ServiceNow for managing data and user access in a multi-tenant environment. By defining these elements in the parent domain, organizations can maintain a clear and organized structure that supports both separation and sharing of knowledge as needed.

For more detailed guidance on this topic, ServiceNow's official documentation provides insights on designing user criteria for knowledge bases, which can be found in their support portal. It is recommended to review these resources for a comprehensive understanding of the best practices in configuring user criteria and knowledge bases within ServiceNow.

Question 3

Question Type: MultipleChoice

A System Administrator wants to setup their domain hierarchy in a new instance, which practice should they follow when creating the structure?

Options:

- A-** A domain heirarchy 3-5 layers deep that allows for use of contains if needed and contains a default domain
- B-** Using Service Offerings in the domain hierarchy
- C-** A domain heirarchy 3-5 layers deep that allows for use of contains if needed and does not contain a default domain
- D-** Having a totally flat domain heirarchy with no TOP domain
- E-** Adding several domain layers below TOP before getting to the customer domain

Answer:

A

Explanation:

Best practices for setting up a domain hierarchy in ServiceNow recommend creating a structure that is not too shallow or too deep. A hierarchy that is 3-5 layers deep is considered optimal as it allows for the use of 'contains' relationships where necessary¹². This structure should include a default domain, which typically serves as the catch-all layer for any data that does not belong to a more specific domain³. The default domain is often the TOP domain or a domain just below it. This setup facilitates better organization and management of data and processes across different domains within the instance⁴⁵.

Question 4

Question Type: MultipleChoice

What happens when the glide.knowman.allow_edit_global_articles system property is enabled ?

Options:

- A-** Users in global can check out and edit global articles
- B-** Users from any domain with a knowledge admin role and can check out and edit global articles
- C-** Users with admin rights from global domain can check out and edit global articles

D- Any user from a domain other than the global domain can check out and edit global articles

Answer:

A

Explanation:

The glide.knowman.allow_edit_global_articles system property in ServiceNow, when enabled, allows users in the global domain to check out and edit global knowledge articles. This property is particularly useful in scenarios where an organization wants to centralize the editing of knowledge articles to users who are part of the global domain, typically administrators or designated knowledge managers.

This setting ensures that while users from other domains can view and utilize the global knowledge articles, the editing rights are reserved for global domain users to maintain consistency and control over the content. It's important to note that this property does not extend editing privileges to users from non-global domains or to all users with a knowledge admin role; it specifically targets users within the global domain.

The configuration of this property is a part of the knowledge management best practices in ServiceNow, as it helps in maintaining the quality and integrity of knowledge articles by restricting edit access to a controlled group of users. This approach aligns with the overall strategy of domain separation, where the goal is to separate and protect the data and operations of different business units or domains within the same ServiceNow instance¹.

Question 5

Question Type: MultipleChoice

A Service Provider Incident Manager wants to create a 'Plan Definition' for Task Communication Management for a specific customer domain when a major incident is accepted on-behalf of that specific domain. In what domain should they create the definition?

Options:

- A- Default
- B- Global
- C- Top
- D- Customer domain
- E- Service Provider domain

Answer:

D

Explanation:

In ServiceNow, when a Service Provider Incident Manager is tasked with creating a 'Plan Definition' for Task Communication Management specifically for a major incident in a customer domain, the plan should be created within that customer domain. This ensures that the communication plan is tailored to the customer's environment and is triggered only when conditions within that domain

are met.

The ServiceNow documentation provides guidance on setting up communication plans. It states that a communication plan should be defined for a task record to specify communication tasks and contact definitions. When the conditions for the plan definition are met, the communication plan and its associated records are automatically attached to the task record, which in this case would be the major incident accepted on behalf of the customer domain1.

Creating the plan definition within the customer domain ensures that the communication tasks and contacts are relevant and specific to the customer's needs, which is essential for effective communication management during major incidents. This approach aligns with ServiceNow's best practices for domain separation, where customer-specific configurations are maintained within their respective domains to avoid interference with global settings and other customer domains.

Question 6

Question Type: MultipleChoice

If a business rule exists in the parent domain and is overridden in the child domain, which rule will run for the parent domain?

Options:

- A- Neither rule will run
- B- The child rule will run
- C- The parent rule will run
- D- Both rules will run

Answer:

C

Explanation:

In ServiceNow, the concept of domain separation allows for data and administrative segregation between different domains within an instance. When a business rule is defined in a parent domain, it applies to that domain and all child domains unless specifically overridden in a child domain¹.

If a business rule is overridden in a child domain, the original rule in the parent domain continues to apply only to the parent domain and any other child domains that have not overridden the rule. The overridden rule in the child domain applies only to that specific child domain¹.

Therefore, for the parent domain, the business rule that was created in the parent domain will run. The child domain's override does not affect the operation of the parent domain's business rules. This ensures that each domain can have customized behavior while still inheriting the broader rules set at the parent level.

It's important to manage these rules carefully to maintain the intended data integrity and operational workflows across different domains within the ServiceNow environment⁴.

Question 7

Question Type: MultipleChoice

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

Choose 3 answers

Options:

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

Answer:

C, D, E

Explanation:

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.

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