Free Questions for CIS-SP

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Question 1

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

Choose 3 answers

Options:

A- Centralized reporting

B- Sensitive internal service provider data

C- Highly regulated industries

D- Data residency

E- Domain separation licensing cost

Answer:

B, C, D

Explanation:

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.

Question 2

Question Type: **MultipleChoice**

What is the best purpose of the TOP domain?

Options:

A- As a parent domain for the mapping diagram

B- As a process domain and parent domain for the mapping diagram

C- As a customer data domain

D- As a core data domain and parent domain for the mapping diagram

Answer:

D

Explanation:

The TOP domain in ServiceNow's domain separation model serves as the core data domain and the parent domain for the mapping diagram. This is because the TOP domain is typically owned by the service provider and has control over all other sub-domains within the instance1. It is the highest level in the domain hierarchy and is responsible for the global rules, processes, and administrative tasks that affect all sub-domains1. The instance administration is given to the global and top domains, with the global domain setting the overarching rules and the top domain managing the specifics for each sub-domain1.

Domain separation in ServiceNow is a mechanism to separate data, processes, and administrative tasks into logical groupings called domains. This allows for control over several aspects of this separation, including absolute data segregation between business entities,

customization of business process definitions, user interfaces for each domain, and maintenance of some global processes and global reporting within a single instance2.

In summary, the TOP domain's primary purpose is to act as the core data domain, providing a foundation for domain separation and ensuring that the service provider can effectively manage and control the entire domain structure within the ServiceNow instance.

Question 3

Question Type: MultipleChoice

What business logic can be created in a domain?

Choose 3 answers

Options:

A- UI Policy

B- Business Rule

C- Email Notification

D- UI Script

E- Script Include

Answer:

B, C, E

Explanation:

In ServiceNow, domain separation allows for the segregation of data, processes, and administrative tasks into logical groupings called domains. Within these domains, you can create specific business logic that is unique to each domain. The business logic that can be created in a domain includes:

* Business Rules: These are server-side scripts that execute when a record is displayed, inserted, updated, or deleted, or when a table is queried. Business rules can be used to apply business logic across all applications within a domain1.

* Email Notifications: These can be configured to respond to various events within a domain and can be set up to target users within specific domains. This allows for domain-specific communication strategies2.

* Script Includes: These are reusable server-side scripts that can be included in other scripts. Script includes can be used to store common functions or classes that are applicable to the domain-specific business logic3.

UI Policies and UI Scripts, while they can be part of the user interface customization in a domain-separated environment, are not considered business logic in the context of this question. UI Policies dynamically change information on a form and UI Scripts can add JavaScript to forms. However, they do not define the underlying business logic like Business Rules, Email Notifications, and Script

Includes do.

For further details and best practices regarding domain separation and the creation of business logic within domains, you can refer to the ServiceNow documentation and resources provided23.

Question 4

What does the system property glide.sys.domain.delegated_administration do?

Options:

A- Allow another user to handle approvals and task assignments, for a specified time frame.

B- Allow users without a system admin role to develop applications.

C- Enable Process Separation

D- A Allow customer admins to safely configure their own domains without impacting others.

Answer:

D

Explanation:

The system property glide.sys.domain.delegated_administration is designed to empower customer administrators by allowing them to configure their own domains. This is crucial in a multi-tenant environment where multiple customers or departments are operating within the same ServiceNow instance but need to maintain separate configurations and data. By enabling this property, customer admins can make changes specific to their domain without the risk of affecting the configurations of other domains. This property essentially enables domain separation, which is a method of separating data into logically defined domains.

Question 5

Question Type: **MultipleChoice**

With the System Property csm_auto_account_domain_generation set to True:

Options:

A- Customer accounts may optionally be assigned to a domain.

B- CSM self-service users are prevented from seeing each other's cases and requests

C- A new domain is created automatically whenever a new account is added.

D- A new account is created automatically whenever a new domain is added.

Answer:

C

Explanation:

When the system property csm_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.

Question 6

Question Type: **MultipleChoice**

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

Choose 3 answers

Options:

A- UI Policies

B- Business Rules

C- Access Controls

D- System Property

E- Workflow

F- Client Scripts

G- Script Include

Answer:

B, C, D

Explanation:

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 requirements2.

Question 7

Question Type: MultipleChoice

When configuring a shared process, to avoid updating a global process a developer should:

Options:

A- No need to worry about the domain when you are a developer

B- Change to customer domain

C- Change to a process domain such as TOP

D Change to global domain

Answer:

C

Explanation:

When configuring a shared process in ServiceNow, it's important to ensure that the global process is not inadvertently updated. To avoid this, a developer should change to a process domain such as TOP. This is because the TOP domain is the highest level in the domain hierarchy and allows for the creation of shared processes that can be used by all subdomains without affecting the global domain. This approach aligns with best practices for maintaining clear separation between global processes and those that are domain-specific, ensuring that any modifications are contained within the intended scope.

The ServiceNow documentation on domain separation and best practices for developers emphasizes the importance of understanding the domain hierarchy and selecting the appropriate domain when making changes to shared processes. By working within a process domain like TOP, developers can leverage the benefits of domain separation to manage data, processes, and administrative tasks in a multi-tenant environment effectively.

For further details and guidelines on domain separation and process configuration, ServiceNow provides extensive documentation and resources for developers, which can be found on their official support and learning portals

Question 8

To grant domain visibility to a user you can

Choose 2 answers

Options:

A- Associate a visibility domain to one of the user's roles

B- Associate a visibility domain to the user record

C- Associate a visibility domain to the user's domain

D- Set the visibility domain's parent to the user's domain

E- Associate a visibility domain to one of the user's groups

Answer:

A, E

Explanation:

In ServiceNow, domain visibility determines whether users from one domain can access records from another domain. To grant domain visibility to a user, you can:

AAssociate a visibility domain to one of the user's roles: This allows any user with that role to see records in the associated visibility domain1.

EAssociate a visibility domain to one of the user's groups: Groups grant their members the visibility domains of the group, which means when a user is part of a group, they inherit the visibility domains associated with that group1.

It's important to note that when a user leaves a group, they lose the group's visibility domains, and the use of visibility domains should be done thoughtfully as excessive use can slow performance2. Moreover, the domain hierarchy should be optimal to prevent performance issues2.

The options B, C, and D are not standard practices for granting domain visibility according to the ServiceNow documentation and best practices. Specifically, associating a visibility domain directly to a user record or setting the visibility domain's parent to the user's domain are not mentioned as recommended methods3421.

Question 9

Question Type: MultipleChoice

If a user has the ITIL role and resides in the MSP domain, which is true?

Options:

A- They have that role in all domains they have access to.

B- They may be granted the Admin role in other domains.

C- They can administer other domains by granting the Domain Admin role.

D- They can be restricted to self-service in other domains by granting the Self-Service role.

Answer:

A

Explanation:

In ServiceNow, domain separation allows organizations to segregate data, processes, and administrative tasks into logical groupings called domains1. This is particularly useful for Managed Service Providers (MSPs), where multiple organizations or customers use the same ServiceNow instance but require isolation from each other2.

When a user has the ITIL role within the MSP domain, they inherently have that role across all domains they have access to. This is because roles in ServiceNow are global by default, meaning they apply across all domains unless specifically restricted31. The ITIL role is a set of permissions that typically includes the ability to manage incident, problem, and change records, which are fundamental to IT service management.

The other options, such as being granted the Admin role in other domains (B), administering other domains by granting the Domain Admin role , or being restricted to self-service in other domains by granting the Self-Service role (D), are actions that require explicit configuration by an administrator with the appropriate level of access and are not automatic outcomes of having the ITIL role in the MSP domain4.

It's important to note that while the ITIL role may be global, access to specific records and the ability to perform certain actions can still be controlled within each domain through ACLs (Access Control Lists) and other domain-specific configurations1.

Question 10

Why would you set Choice Action to Ignore on a transform field map?

Options:

A- To avoid inserting dummy referenced records into global.

B- To reject new rows that doen't have choice values present.

C- To insert missing rows in a referenced table.

D- To transform a field value using a script.

Answer:

A

Explanation:

Setting the Choice Action to "Ignore" on a transform field map in ServiceNow is used to avoid inserting dummy referenced records into the global domain. When importing data, if the system encounters a reference field value that does not match any existing records, setting the Choice Action to "Ignore" will prevent the creation of a new, potentially incorrect record. Instead, the system will skip the field and leave it blank, ensuring data integrity and avoiding the clutter of unnecessary records.

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

* ServiceNow Support Article on Transform Maps

* Choice Action Field in ServiceNow