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Question 1

Question Type: MultipleChoice

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

Select 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 2

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Explanation:

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.

* ServiceNow Domain Separation Documentation¹

* ServiceNow Knowledge Base on Domain Separation²

Question 3

Question Type: MultipleChoice

Process Separation is also known as:

Options:

- A- proxy administration
- B- delegated administration
- C- process administration
- D- domain administration
- E- admin administration

Answer:

D

Explanation:

Process Separation in ServiceNow is also known as domain administration. This concept is part of the broader domain separation feature, which allows you to separate data, processes, and administrative tasks into logical groupings called domains. This is particularly useful for Managed Service Providers (MSPs) or large enterprises that need to manage multiple clients or departments within a single ServiceNow instance. Domain separation ensures that each domain can have its own set of data, processes, and administrative controls, providing a high level of customization and security.

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

- * ServiceNow Support Article on Domain Separation
- * Understanding Domain Separation in ServiceNow

Question 4

Question Type: MultipleChoice

Which role restricts access and allows for managing items in a domain-separated catalog?

Options:

- A- catalog_manage_admin
- B- catalog admin
- C- catalog_manager
- D- domain_catalog_admin

Answer:

D

Explanation:

The role `domain_catalog_admin` is specifically designed to manage items within a domain-separated catalog in ServiceNow. This role restricts access and allows for the management of catalog items, ensuring that only users with the appropriate permissions can make changes within their designated domain. This is crucial for maintaining data privacy and integrity across different domains, especially in environments where multiple customers or departments are served by a single ServiceNow instance.

* ServiceNow Domain Separation and Service Catalog1

* ServiceNow Product Documentation on Domain Separation2

Question 5

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 6

Question Type: MultipleChoice

What domain must administrators choose to apply an Updates Set?

Options:

- A- Global
- B- Top
- C- The domain of the Update Set.
- D- The parent domain of the Update Set.

Answer:

A

Explanation:

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

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