



ServiceNow CIS-SP Practice Questions

Shared by Hodges on 17-08-2026

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Question 1

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 2

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 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 domain must administrators Select 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

Question 5

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 6

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 7

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.



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