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**Exam** : **CIS-SP**

**Title** : ServiceNOW Certified  
Implementation Specialist -  
Service Provide

**Vendor** : ServiceNow

**Version** : DEMO

**NO.1** On a new standalone table, what domain will a new record be created in by default?

- A. The user's current session domain
- B. The records domain
- C. The users home domain
- D. The domain of the referenced company

**Answer:** A

Explanation:

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 domains<sup>12</sup>. 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.

**NO.2** Given a parent and child domain, explain data accessibility between domains.

- A. Both parent and child users can access each others data
- B. The parent users can access all child data
- C. The child users can access all parent data
- D. The parent users can access all child data, but cannot access domains contained in the child domain

**Answer:** B,D

Explanation:

In ServiceNow's domain separation model, data accessibility is designed to maintain the integrity and segregation of data across different domains. Here's how data accessibility works between parent and child domains:

\* The parent users can access all child data: Users in a parent domain have visibility into the data of their child domains. This is because the parent domain is considered to have a higher level of data access privilege, allowing it to oversee and manage the data within its child domains<sup>1</sup>.

\* The parent users can access all child data, but cannot access domains contained in the child domain: While parent domain users can access data in their immediate child domains, they cannot access data in "grandchild" domains or any domains that are further nested within a child domain. This maintains a level of data isolation and ensures that users only have access to the data they are permitted to view and manage<sup>1</sup>.

The options stating that both parent and child users can access each other's data (A) and that child users can access all parent data are incorrect. The domain separation model is hierarchical, not reciprocal, meaning that child domains do not have inherent access to parent domain data, and

access between domains is not automatically bidirectional<sup>1</sup>.

For detailed information on domain separation and data accessibility, ServiceNow provides extensive documentation and best practices, which can be referenced for a deeper understanding of these concepts<sup>12</sup>

**NO.3** What's a good globally unique candidate field that could be used to populate UserID?

- 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 identifier<sup>1</sup>.

\* 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 UserID<sup>2</sup>.

\* 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 UserID<sup>3</sup>.

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.

**NO.4** What happens when the glide.knowman.allow\_edit\_global\_articles system property is enabled ?

- 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 instance<sup>1</sup>.

**NO.5** What is the purpose of the Domain Separation Center?

- A.** Global admins ,rack domain separation activities
- B.** configuring and managing domain separation
- C.** domain admins to manage their specific domain
- D.** configure and review domain configuration audits for errors and warnings

**Answer:** D

Explanation:

The purpose of the Domain Separation Center in ServiceNow is to configure and review domain configuration audits for errors and warnings. This tool is essential for administrators to ensure that domain separation is correctly implemented and maintained. It helps in identifying and resolving any issues related to domain configurations, thereby maintaining the integrity and proper functioning of the domain-separated environment.

Reference:

- \* ServiceNow Domain Separation - Basics
- \* ServiceNow Domain Separation - Advanced Concepts