Question #197

When using Agent workspace for Case Management, how can the maximum default size of 30MB for an Employee Document be changed?

* C. Using the maximum file upload size in megabytes field in the Employee Document Properties

<https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/reference/employee-doc-properties.html>

Question #158

If an HR Service needs to be accessible to employees on the Employee Center, which field must be completed on the HR Service record?

* A. Record Produce

Question #146

What are the functions of a journey template owner? (Choose three.)

* A. Manage the order and flow of the journey stages and tasks
* B. Create task templates for their audience in a simple, user-friendly experience
* D. Change only the task templates that they own

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/jny-process-owners-maint.html>

Question #139

If all Can Edit Journey permissions are selected on the Journey configuration, which of the following users are allowed to make changes to the existing Journey? (Choose two.)

* A. The journey owner
* C. The mentor

<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/reference/jny-dsgnr-user-permission-ref.html>

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Question #140

Lifecycle Events includes an activity set that can be used to cancel and revert work done in a lifecycle event case. What is this process called?

* D. Rescind

Question #137

Scenario: Alex is a member of the HR Tier 1 group which grants him the HR Basic [sn\_hr\_core.basic] role. He is going to be out of the office for a few days and wants to use granular delegation to allow his friend Amy to complete his tasks. Amy is not yet a member of any HR groups, but hopes to transfer into HR one day. Will granular delegation work for this purpose?

* D. No. Granular delegation does not change a delegate's access to records.

Servicenow Docs: Important: Granular delegation does not change a delegate's access to records. To access records, a delegate must already have the necessary roles. For example, to delegate task records, a delegate must have a role such as itil to access the Task table and its extensions.

Question #135

When an employee contacts HR, they speak in terms of lifecycle events. From an HR perspective, that event gets translated into several HR services that need to be performed. Of the following items, which would be considered a lifecycle event?

* B. Having a baby

Question #131

When configuring the Onboarding Lifecycle Event, the HR Admin did not select an Audience for the 'Select a Desk' task. If a remote employee is being onboarded. how does the system handle this task?

* D. The activity will be triggered and must be manually closed  
    
  <https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/configure-hr-lifecycle-event-activity.html>

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Question #132

When configuring a record on the COE ACL Configuration module how can you apply the conditions to all HR services for the COE?

* B. Select the Applies to all services box

Question #133

If you have both Admin [admin] and HR Admin [sn\_hr\_core.admin] roles and want to configure an Access Control Rule for the HR Payroll table, which of the following must first be done?

* D. From the User dropdown in the banner, elevate your role to security\_admin

Question #127

If an HR Document must be manually generated for an HR Case, who is able to generate the document from the Case record?

* C. Only the assigned to person can manually generate Documents from a Case

Question #123

If the Workflow editor is utilized for a Lifecycle Event, how does the system know when a task or approval should be triggered?

* B. The activity set trigger condition determines when it is triggered

HR Implementation ebook page 82: The Activity Set Trigger Conditions field tells the system when an Activity Set should begin and Business Rules control the behavior.

Question #122

Each HR service created in \_\_\_\_\_\_\_ has a corresponding transform map job.

* B. HR Integration Service

Question #120

After configuration on a Lifecycle Event is complete, what additional configuration is needed to initiate the LE process for an employee?

* D. An HR Service is needed to initiate the LE process

Question #113

Which of the following is the key factor in determining the implementation timeline?

* A. Configuration complexity

Question #98

If the HR Administrator group has been tasked with collecting Performance Analytics data, what additional role should be granted to the group?

* A. Performance Analytics Data Collector [pa\_data\_collector]  
    
  Explanation: Before an HR Administrator can configure HR PA, a system Administrator needs to add the HR Admin to a group that has the PA Data Collector

Question #93

If you had little coding experience and were tasked with adding new pages to the customer’s Employee Service Center, which Service Portal Configuration option would be best to complete the task?

* B. Designer  
    
  <https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/build/service-portal/task/t_ConfigureAPage.html>

Question 18:   
How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

D. Using HR Criteria

Question #90

Which of the following applications is installed with the Human Resources Scoped App: Core plugin?

* D. HR Case Management

Question #88 (not HRSD related)

What must be updated or loaded into the Customer's instance before importing the stories?

* C. Products

Question #83

The customer you will be implementing for wants to utilize Now Mobile.  
What is the minimum HR SKU they may purchase that includes Now Mobile?

A. HR Service Delivery Professional

<https://www.servicenow.com/products/hr-service-delivery.html?state=seamless#pricing>

HR Implementation ebook page 14: Also included in HR Service Delivery Professional: Predictive Intelligence, Now Mobile and Mobile Agent, Virtual Agent, Universal Requests

Question #82

Delegated Developers are granted access only to what in which they are working?

* D. Scopes

HR Implementation ebook page 156: Delegated developers are granted access only to the scopes in which they will be working.

Question #78

The HR Case [sn\_hr\_core\_case] table is an extension of what?

* C. Task table  
    
  *Explanation: HR Implementation ebook page 32: The HR Core Cas [sn\_hr\_core\_case] table is an extension of the Task table*

Question #71

Which module provides a user-friendly interface for creating new HR Skills and assigning HR skills to members of the HR department?

* C. Manage HR Skills

Question #66

What are the benefits of the HR application being scoped? (Choose three.)

* A. Provides an additional layer of control over HR data.
* B. Allows HR Admins to configure the HR application.
* C. HR department has more autonomy to manage all aspects of HRSD.  
    
  *Explanation: HR Fundamentals ebook page 15: Scoped applications provide an additional layer of control over HR data. HR can move at their desired pace, independent of IT. Provides HR the autonomy and control needed to configure and manage all aspects of the HR application and Employee Center Pro. Confidential information is hidden from System Administrator and users who are not HR personnel.*

Question #67

The HR Admin [sn\_hr\_core.admin] role allows the user to add members to groups.  
What additional role is needed for an HR Admin to remove users from groups?

* A. User Admin [user\_admin]

Question #61

Which of the following are predefined Dashboards that are installed with HR Case Management? (Choose three.)

* A. Manager Dashboard
* B. Overview
* F. HR Case Dashboard

Question #59

In the base ServiceNow configuration, when are HR Cases created after a Bulk HR case request is submitted?

* D. Immediately

*Explanation: immediately. Scheduled jobs for creating bulk hr cases has been deprecated.* <https://docs.servicenow.com/bundle/tokyo-employee-service-management/page/product/human-resources/concept/bulk-case.html>

Question #57

In the base ServiceNow platform, the Human Resources General Knowledge base has Can Contribute User Criteria set to Users with the [sn\_hr\_core.kb\_write] role.  
If a Knowledge article in the Human Resources General Knowledge base has no Can Contribute User Criteria set, what is the minimum role a user would need to edit the article?

* D. KB Writer [sn\_hr\_core.kb\_writer]

Question #56*Topic 1*

What role is required to access the modules in the HR Integrations application?

* D. HR Integrations Admin [sn\_hr\_integrations.admin]

Question #51

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

* B. HR Administration > Properties

HR Implementation ebook page 35: HR Administration --> Properties can be used to configure HR profile fields editable by users (editable fields on HR profile).

Question #52

What is the purpose of the Owning Group field on the HR Template?

* C. They manage updates to the Template

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/configure-hr-case-template.html>

Question #49*Topic 1*

If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

* D. Add it to the Contextual Search configuration

HR Fundamentals ebook page 187: The Knowledge bases searched for the Knowledge results section on an HR Care are determined by the Contextual Search configuration. This means that if a customer has any new HR knowledge bases, those articles will not be returned in the knowledge results section unless the Contextual Search configuration is updated.

Question #50

How is the HR template associated with an HR service?

* A. On the HR service record

Question #48

If the Match All field is checked on a User Criteria record, the user:

* D. Must satisfy all of the selected criteria to meet the conditions.

Question #47

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

* C. The Mapping field on the PDF Template Mappings record  
    
  Explanation: In the PDF Document Template record, you'll find a related list called "Field Maps". Here, you can create new records to map each PDF form field to a ServiceNow field. You do this by specifying the PDF form field's name and selecting the corresponding ServiceNow field.

Question #41

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

* B. Profile Reader [sn\_hr\_core.profile\_reader]

Question #37

If a customer has a huge employee population, complex organizational structures, and requires custom integrations and language translations, what level of configuration complexity would their project be considered?

* A. Drastic

From the implementation training book:

* Major Configuration: Applies to any customer that wants to make significant changes to the base instance. These customers often have a large employee populations, varied business units with varying business needs, and/or is global. These customers may need custom integrations or language translations.
* Drastic Configuration: Applies to any customer who suggests they would need exorbitant changes to the base instance. These customers often have a huge employee population, complex organizational structures

Question #36*Topic 1*

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

* C. The HR Profile includes employee organizational information like Colleagues. **Most Voted**
* E. The HR Profile may include employee marital status. **Most Voted**
* F. The HR Profile is intended to store confidential employee data that is pertinent for HR. **Most Voted**

<https://docs.servicenow.com/fr-FR/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRProfileSecurity.html>

Question #35

How does ServiceNow know which HR Template to use on an HR Case?

* A. The HR Template is referenced on the HR Service record.

Question #32

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

* A. Contextual Search configuration

Question #28

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly.  
What else must be done to allow the Script Includes to work in the HR application?

* C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.

***Explanation:*** *HR Implementation ebook (page 16) says: Customizations that reference a script include can lead to RCA errors when upgrading. To help prevent this issue, you can Add the appropriate RCA record / Reset the script include's caller access to none.*

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case.  
In this situation, who is able to generate an HR document for the Case?

* D. Only the assigned to person

Question #19

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

D. the activity will be skipped

From the Implementaion training book: "Audience records contain sets of filters used to define who may view content. When an Audience is defined on a Lifecycle event activity, but not on activity set, the activity will only be triggered if the employee meets the conditions. In the example shown, the task will only be triggered if the employee is remote. If an employee does not meet the criteria, the activity will be skipped"