

CIS-HR.VCEplus.premium.exam.79q

Number: CIS-HR
Passing Score: 800
Time Limit: 120 min
File Version: 2.0



Website: <https://vceplus.com>

VCE to PDF Converter: <https://vceplus.com/vce-to-pdf/>

Facebook: <https://www.facebook.com/VCE.For.All.VN/>

Twitter : https://twitter.com/VCE_Plus

CIS-HR

Certified Implementation Specialist – Human Resources



Exam A

QUESTION 1

An HR Admin without the System Admin role can do what? (Choose three.)

- A. Grant roles to users or groups
- B. Modify the HR Administration > Properties
- C. Reset user passwords
- D. Create HR Criteria
- E. Configure business rules
- F. Add users to groups

Correct Answer: ACF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

After the HR Admin [sn_hr_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

- A. The Admin must elevate their role to security_admin to add members to HR groups.
- B. The Admin follows the same process as with any group membership change.
- C. The Admin can no longer add members to HR groups.
- D. The Admin must impersonate an HR Admin to add members to HR groups.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_HRRemoveAdminRole.html

QUESTION 3 In the Create Bulk Cases module, which Filter by options are available in the dropdown?
(Choose four.)

- A. Document Template
- B. Upload File
- C. HR Service Template
- D. User Criteria
- E. HR Template
- F. HR Profiles
- G. HR Criteria

Correct Answer: BDFG

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_CreateBulkCases.html

QUESTION 4

If you have both Admin and HR Admin roles and wanted to configure an Access Control for the Employee Relations Cases table, what must first be done?

- A. Add the Delegated Developer role to your User record

- B. From the User dropdown in the banner, elevate your role to security_admin
- C. Manually add the security_admin role to your User record
- D. Nothing would need to be done

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.html

QUESTION 5 What type of information does the HR Profile contain?

- A. Personal employee data
- B. Group membership and role information
- C. User login and department information
- D. A user's password

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html

QUESTION 6 How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

QUESTION 7 In the base ServiceNow instance, how are User Criteria used?

- A. To control which users can access the HR Case application
- B. To control what a user sees in the information and suggested reading widgets
- C. To control read and write access to Knowledge bases and articles
- D. To control which users can access the HR Service Portal

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

QUESTION 8

Which of the following are true for an HR application as it relates to the User [sys_user] Table and the HR Profile [sn_hr_core.profile] Table?

- A. Both are required.
- B. Only HR Profile table is required in HR.
- C. Neither are required.
- D. Only the User table is required in HR.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c_CustomizedProfileInformation.html

QUESTION 9 In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

- A. Matching Rules
- B. Client Rules
- C. ACLs
- D. Escalation Rules

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_CreateAnAssignmentRule.html

QUESTION 10 What role is required, at a minimum, to view confidential HR Profile data?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. LE Admin [sn_hr_le.admin]
- D. HR Manager [sn_hr_core.manager]

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html

QUESTION 11 What types of HR Document templates may be created in ServiceNow? (Choose two.)

- A. Document Templates
- B. Word document templates
- C. PDF document templates
- D. Text document templates

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#DocumentTypes

QUESTION 12

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

- A. This ensures that HR has control over further HR configurations.
- B. The HR Admin role should remain a part of the system Admin role.
- C. This ensures that confidential HR data is only accessible to users with an HR role.
- D. It is not necessary because the system Admin always has access to all HR data.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_HRRemoveAdminRole.html

QUESTION 13 What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/hr-service-delivery.html>

QUESTION 14 What defines an employee's access to the HR Service Portal / Employee Service Center?

- A. Group membership
- B. User Criteria
- C. HR Criteria
- D. Client Roles



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html

QUESTION 15 What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Problems
- D. HR Cases

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-record-producer.html> **QUESTION 16** In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 17 Which of the following are examples of HR application scopes?

(Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core
- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events
- F. Human Resources: Global
- G. Human Resources: Service Portal

Correct Answer: BCDF

Section: (none)

Explanation

Explanation/Reference:



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

- A. All employees will see the same information
- B. Client roles automatically limit what is visible to employees
- C. Using User Criteria
- D. Using HR Criteria

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/task/CreateModHRContType.html>

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?

- A. the activity must be manually closed by the HR professional
- B. the Lifecycle Event will be canceled
- C. the activity must be manually closed by the Subject person
- D. the activity will be skipped

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-lifecycle-event-activity.html>

QUESTION 20 The ServiceNow SIM methodology is based around what generic methodologies?

- A. Waterfall and Rapid Application Development (RAD)
- B. Agile and Waterfall
- C. Prince
- D. Scrum and XP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9dbd8dbc01dc4f3231f96198c

QUESTION 21 If an HR Services needs to be accessible to employees on the Employee Service Center, what field must be completed on the HR Service?

- A. Checklist
- B. Fulfiller Instructions
- C. Lifecycle Event type
- D. Record Producer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-service.html>

QUESTION 22 HR Profiles may be created for multiple employees using conditions and criteria in which module?

- A. Create Human Resources Profile
- B. Create new Case
- C. Generate HR Profiles
- D. Bulk Cases

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_GenHRProfile.html

QUESTION 23 User authentication and Instance restriction are examples of what type of security?

- A. Physical Security
- B. Roles and Groups
- C. Contextual Security
- D. Platform Access

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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?

- A. Any HR professional
- B. Only an HR Admin
- C. Only an HR Manager
- D. Only the assigned to person

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_article&sys_id=95ef3353db2b1700feb1a851ca961945

QUESTION 25 When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-case-template.html>

QUESTION 26 The HR Profile table is used to track information for what Employment types?
(Choose three.)

- A. Other
- B. Potential Employee
- C. Full Time Employee
- D. Temporary Employee
- E. Spouse
- F. Contractor

Correct Answer: CDF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.

D. The roles were manually granted by an HR Admin.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_article&sys_id=2a3c8b32dbdfd74054250b55ca961930

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?

- A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- B. You must create a custom ACL to allow the script includes to work.
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- D. You must change Scope for the script includes to work.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087

QUESTION 29

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category? (Choose three.)

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

Correct Answer: ADF

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRConfigViewPage.html

QUESTION 30 What method needs to be invoked from MatchingRuleProcessor class?

- A. processAndGetCandidates
- B. processAndGetUsers
- C. processAndGelList
- D. processAndGetArray

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_InvokeMatchingRuleAPI.html

QUESTION 31 If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service and HR Template.
- B. HR Service, HR Template, and Record Producer.
- C. HR Service.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html>

QUESTION 32 The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

- A. Contextual Search configuration
- B. HR Service configuration
- C. HR Criteria configuration
- D. Knowledge Management configuration

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRServiceAutomation.html

QUESTION 33

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail. What are the basic categories used?

- A. HR Service, Topic Detail, COE.
- B. HR Service, Topic Category, Activity Category, Activities, COE.
- C. HR Service, Topic Category, COE.
- D. HR Service, Topic Detail, Topic Category, COE.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/hr-service-categorization.html>

QUESTION 34 If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. read and contribute articles
- B. read articles, but not contribute
- C. can neither read nor contribute articles
- D. contribute, but not read articles

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.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.
- B. The HR Template is referenced on the record producer form.
- C. Each COE has a specific HR Template.
- D. The HR Template is selected directly on the Catalog item.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-task-template.html>

QUESTION 36 What are the key differentiators between an HR Profile record and a User record?
(Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

Correct Answer: AEF

Section: (none)

Explanation

**Explanation/Reference:**

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html

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
- B. Low
- C. Major
- D. Nominal

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:**QUESTION 38**

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

- A. Form [sys_ui_form]
- B. Metric Result [asmt_metric_result]
- C. Question Answer [question_answer]
- D. HR Case [sn_hr_core_case]

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/employee-form-configuration.html>

QUESTION 39 With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A. Article Versions related list
- B. Knowledge feedback related list
- C. Affected Products related list
- D. Translated Versions related list

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_I18NKMInternational.html

QUESTION 40 When creating a PDF Document Template, where does the list of Document Revisions come from?

- A. From Managed Documents
- B. From Document Templates
- C. From Knowledge Articles
- D. From System Documents



Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#PDFTemplate

QUESTION 41 Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

- A. Profile Writer [sn_hr_core.profile_writer]
- B. Profile Reader [sn_hr_core.profile_reader]
- C. HR Case Writer [sn_hr_le.case_writer]
- D. HR Case Reader [sn_hr_le.case_reader]

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html

QUESTION 42

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. Can/Cannot Contribute User Criteria
- C. HR Criteria

D. ACL Rules

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUCArticle.html

QUESTION 43 What do Client Roles define?

- A. Groups for the customer's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html

QUESTION 44 When a Guided Setup task is marked as complete, how can it be reopened?

- A. Closed tasks cannot be reopened
- B. Click the Mark as Incomplete button
- C. Submit a request in HI
- D. Restart the Guided Setup entirely



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 45

When creating a PDF Document template, the Document revision field must be completed. How does the system determine which documents are available to be selected for this field?

- A. You must be a member of the Owning Group for the Managed Document
- B. All Documents are visible
- C. Your group memberships and the Document owner field on the Managed Document record
- D. You must have created the Managed Document record

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/PDFTemplate.html>

QUESTION 46 What is used to create a link on an HR Case form that accesses information outside the application?

- A. HR Service
- B. Link Generator
- C. Restricted Caller Access
- D. COE Configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/HRLinkGenerator.html>

QUESTION 47 When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

- A. The Document field type on the PDF Template Mappings record
- B. The Preview value field on the PDF Template Mappings record
- C. The Mapping field on the PDF Template Mappings record
- D. The Document field on the PDF Template Mappings record

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/PDFTemplate.html>

QUESTION 48 If the Match All field is checked on a User Criteria record, the user:

- A. Must satisfy at least one of the criteria to meet the conditions.
- B. Must satisfy at least of the criteria to meet the conditions.
- C. Must satisfy a majority percentage of the criteria to meet the conditions.
- D. Must satisfy all of the selected criteria to meet the conditions.



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_CreateAUserCriteriaRecord.html

QUESTION 49 If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

- A. Add it to the HR Template
- B. Add it to the HR Service configuration
- C. All Knowledge bases are searched by defaultD. Add it to the Contextual Search configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 How is the HR template associated with an HR service?

- A. On the HR service record
- B. On the Lifecycle Event Activity Set
- C. On the HR template record
- D. On the HR case

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/configure-hr-case-template.html>

QUESTION 51 Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

- A. HR Profile > Setup
- B. HR Administration > Properties
- C. HR Administration > Setup
- D. HR Profiles > Properties

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileEditableFieldConfig.html

QUESTION 52 What is the purpose of the Owning Group field on the HR Template?

- A. They approve the Template to be published.
- B. They own the Lifecycle Event.
- C. They manage updates to the Template.
- D. HR Cases are assigned to the Owning Group.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/configure-hr-task-template.html>

QUESTION 53 What kinds of records can be created using HR Service Activities? (Choose two.)

- A. Workflows
- B. Tasks
- C. HR Templates
- D. Approvals

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/configure-hr-service.html>

QUESTION 54 What are some of the benefits of having separate COE tables? (Choose two.)

- A. Allows for an extra layer of security within the HR organization.
- B. Allows HR case agents to gather the right information based on the Service.
- C. Eliminates the need for an HR case agent.
- D. Eliminates the need to create database views.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=c7befb8adb4c00585129a851ca961955

QUESTION 55

Who can generate the PDF document on an active HR Case?

- A. Only the Assigned to person
- B. Only the Subject Person's manager
- C. Only an HR manager
- D. Only the employee

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 56 What role is required to access the modules in the HR Integrations application?

- A. HR Lifecycle Event Case Writer [sn_hr_le.case_writer]
- B. HR Core Profile Reader [sn_hr_core.profile_reader]
- C. Admin [admin]
- D. HR Integrations Admin [sn_hr_integrations.admin]

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.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?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. KB Reader [sn_hr_core.kb_reader]
- D. KB Writer [sn_hr_core.kb_writer]

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 In which module can the HR admin manage the HR email address for incoming HR requests?

- A. HR Administration > Email Administration
- B. System Properties > Email Setup
- C. System Properties > Email Properties
- D. HR Administration > Properties

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

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

- A. Twice per day using a scheduled job
- B. Every 6 hours using a scheduled job
- C. Once a day using a scheduled job
- D. Immediately

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

The Bulk case creation scheduled job runs to process the HR bulk case submittal. By default, the scheduled job runs every six hours, but is configurable.

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/t_CreateBulkCases.html

QUESTION 60

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group. Using base platform functionality, which of the following is the first step the system takes to assign the Case?

- A. An Assignment Rule creates a list of possible assignees
- B. A Matching Rule assigns the Case to a group
- C. The Case must be manually assigned
- D. An Assignment Rule assigns the Case to a group

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources-global/concept/c_UseAssignmentRules-global.html

QUESTION 61

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

- A. Manager Dashboard
- B. Overview
- C. Workforce Administration Dashboard
- D. Onboarding Dashboard

- E. Employee Relations Cases Dashboard
- F. HR Case Dashboard

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources-global/concept/c_HumanResourcesManagement-global.html

QUESTION 62 ServiceNow has identified 3 maturity levels for an HR customer.
What are they?

- A. Managed Interactions, Self-Reliance, Smart Services
- B. Managed Interactions, Self-Help, Advanced Services
- C. No automation, Self-reliance, Smart Services
- D. Managed Interactions, Self-Reliance, Automated Services

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.servicenow.es/content/dam/servicenow-assets/public/en-us/doc-type/other-document/csc/human-resources-journey-doc.pdf>

QUESTION 63

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

- A. Employment type
- B. Profile type
- C. Employee type
- D. User type



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64 What does the employees utilize when submitting a self-service request to the HR Organization?

- A. HR Catalog
- B. HR Skills
- C. HR Template
- D. HR Profile

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/hr-service-administration.html>

QUESTION 65 What is the primary purpose of HR Topic Categories?

- A. They group common HR Services.
- B. They group common HR templates.
- C. They group common HR employees.
- D. They group common HR Catalog Items.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/jakarta-hr-service-delivery/page/product/human-resources/reference/r_HRCaseCategories.html

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.
- D. Allows the System Administrator complete control.
- E. HR department has full control of the global application.

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

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]
- B. User Writer [user_writer]
- C. User Reader [user_reader]
- D. HR User Admin [hr_user_admin]

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

On the HR Case form, some HR Services have associated Response templates. What determines which HR Services have Response Templates?

- A. The HR Criteria on the HR Service
- B. The HR Criteria on the Response Template record
- C. The table and conditions on the Response Template record
- D. The User Criteria on the HR Service

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69 At what level is User Criteria set to control who can read and edit knowledge articles?

- A. In either the Knowledge Base or Article.
- B. In the Knowledge Article only.
- C. In the User record.
- D. In the Knowledge Base only.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

QUESTION 70

How many COEs may be associated with an HR Service?

- A. 5
- B. 1
- C. unlimited
- D. 10

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71 Which module provides a user-friendly interface new HR Skills and assigning HR skills to members of the HR department?

- A. Skills Routing
- B. Skills Management
- C. Manage HR Skills
- D. Skills Definition

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/t_AssignHRSkillsToUsers.html

QUESTION 72 Which table is considered the core table for all HR Case records?

- A. Skill [cmn_skill]
- B. Incident [incident]
- C. HR Task [sn_hr_core.task]
- D. HR Case [sn_hr_core_case]
- E. HR Profile [sn_hr_core_profile]

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=3aa1368fdb32f004abd5583ca961933

QUESTION 73 Which HR Role is typically granted to all HR Support staff, at a minimum?

- A. HR Admin [sn_hr_core.admin]
- B. HR Basic [sn_hr_core.basic]
- C. HR KB Writer [sn_hr_core.kb_writer]
- D. Document Management User [document_management_user]

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74 A user with only the HR Admin [sn_hr_core.admin] role can save and modify which copies of existing reports?

- A. All
- B. Global
- C. Group
- D. Personal

Correct Answer: A

Section: (none)

Explanation

**Explanation/Reference:**

QUESTION 75 What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=336d8be9db9cd5bc01dc3231f9619bd

QUESTION 76 Which Service Portal configuration option is used to customize the logo, theme, and title of the HR Service Portal?

- A. Designer
- B. Page Editor
- C. Widget Editor
- D. Branding Editor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/build/service-portal/concept/c_BrandingEditor.html

QUESTION 77 What is the minimum role required to access the HR Properties module?

- A. HR Manager [sn_hr_core.manager]
- B. LE Admin [sn_hr_le.admin]
- C. Admin [admin]
- D. HR Admin [sn_hr_core.admin]

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/t_HRProperties.html

QUESTION 78 The HR Case [sn_hr_core_case] table is an extension of what?

- A. Incident table
- B. Case table
- C. Task table
- D. Lifecycle Events table

Correct Answer: B

Section: (none)

Explanation

**Explanation/Reference:**

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/reference/components-installed-with-case-and-knowledge-management.html>

QUESTION 79 What role is required to assign scoped HR roles?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. LE Admin [sn_hr_le.admin]
- D. HR Basic [sn_hr_core.basic]

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.html