1. Which application delivers employees an omni-channel learning experience to enable timely access to the correct learning?

   a. Employee relations
   b. Manager hub
   c. Document templates
   d. Learning posts

2. Which security control option uses the context of the data within the record to grant and/or restrict access?

a. Scoped application

b. Platform access

c. User authentication

d. Access control level

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

a. Select the applies to all services box

b. Add a filter condition for each HR service

c. Write a new ACL record for each HR service

d. Select each HR service using the services list

4. 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

5. When 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?

a. Tuition reimbursement

b. PTO inquiry

c. Direct deposit setup

d. Having a baby

6. Which base instance application delivers the results of current state metrics with leading indicators?

  a. Performance analytics
  b. Employee center
  c. HR reports
  d. HR integrations

7. What is purpose of journey designer?

a. It manages the dependencies of activities within an activity set

b. It combines lifecycle event cases and journey accelerator action plans

c. It trakcs the progress of lifecycle events and onboarding cases using the dashboards

d. It passes information from the lifecycle event case to a child case or task

8. Which servicenow feature is used to create pulse surveys?

   a. **Listening posts**
   b. Learning posts
   c. Employee forms
   d. Employee forums

9. An employee in Chicago submits a request using the employee 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 assigns the case to a group**

b. An assignment rule creates a list of possible assignees

c. The case must be manually assigned

d. A matching rule assigns the case to a group

10. 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**

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

A) Question Answer [question_answer]

B) Form [sys_ui_form]

C) HR Case [sn_hr_core_case]

D) Metric Result [asmt_metric_result]

12)Which plugin, when paired with HRSD, delivers storage space, filing system, and functionality to purge and retrieve documents?

A) Employee Journey Management

B) Employee Document Enterprise

C) Document Keeper

D) Employee Document Management

13) What is the minimum role required to view confidential data associated with the HR Profile?

A) HR profile wewer (sn he_core profile_reader)

B) HR Adminstrator [sn_tv_core admin]

C) HR basic score basic)

D) Employee Service Center Admin [sn_hr sp admin

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

A) The Admin must impersonate an HR Admin to add members to HR groups

B) The Admin can no longer add members to HR groups

C) The Admin follows the same process as with any group membership change

D) The Admin must elevate their role to security admin to add members to HR groups

15) Which feature prevents editing or purging of employee documents based on an HR Profile?

A) Topic Detail

B) Legal Holds

C) Retention Policy

D) Security Policy

16) If the Applies to all services box is not checked on the COE ACL Configuration record, what additional configurations must be made to the record?

A) At least one HR Service must be selected for the Services list

B) More than one group must be added to the Groups list

C) No additional configurations are needed

D) An Applies when condition must be created for each Service

17) With the 118N: 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) Translated Versions related list

B) Article Versions related list

C) Dynamic translations list

D) Localization list

18) What role is required, at a minimum, to view confidential HR Profile data?

A) HR Manager (sn_hr_core manager

B) LE Admin isnt le admin]

C) HR Basc in hr core basic

D) HR Admin [sn he core admin)

19) Which HRSD application automates and streamlines employee onboarding and other activities across departments?

A) HR Integrations

B) HR Performance Analytics

C) Employee Center

D) Lifecycle Events

20) If an HR service will be used internally by HR professionals, what is the maximum configuration needed?

A) HR Service

B) HR Service and HR Template

C) HR Service, HR Template, Record Producer, and Lifecycle event type

D) HR Service, HR Template, and Record Producer

21. Which field on the HR service record defines which HR Catalog. item is associated with the service?

a. Topic detail.

b. Template.

c. Record producer.

d. COE

22. Which content delivery feature will allow a user to delivery messages to employees and invite them to a meeting where survey results will be shared?

a) Compaigns

 b) scheduling

 C) listening posts

 D) journey accelerator.

23. What provides A graphical interface to create survey categories, costings, configure the details and publish the survey.?

 A) survet Workflow

B) Survey Developer.

C) Survey Designer

D) Survey Portal.

24. What happens when a cross scope Attempt is executed.?

A) The real record status. The real record status is set to the requested before the system will allow the script to run.

B) The record is automatically set to caller tracking.

C) The record status is automatically set to Allowed.

D) The record is automatically Added to the Restricted caller access privilege table.

25. In terms of bulk cases What status label is given to a user That has no longer matches the criteria defined in the user segments.

1. Excluded.
2. Inactive.
3. Duplicate.
4. Included

26. which HRSD application synchronizes service now with the external HR system

a. HR integration
B) HR Application.

c. Lifecycle events.

d. Employee Sender Pro.

27. What type of HR document Templates may be created in service now.

Choose two answers.

    a. Word document templates.
    b. Text Document templates.
    c. **PDF document templates.**
    d. **Document templates.**

28. Scenario : Alex is a member of the HR Tier One group, which grants him the HR Basic.[sn_hr_core_basic] Roll. He's going to be out of the office for a few days and wants to use granular delegation to allow his friends Amy to complete his task. Amy is not yet a member of any HR group. But hope to transfer into HR one day. Will gradually delegation work for this purpose?

    a. Yes, Granular Delegation will automatically add Amy in the HR tier one group where she will inherit the role.
    b. yes granular delegation will automatically grant the necessary rules
    c. Partially granular delegation will allow Amy access to the HR task, but not to the HR case itself.
    d. **No Granular Deligation does not change, yet delegates access to records.**

29. 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 out, does the system handle this task?

a. **The activity will be skipped.**

b. The lifecycle event will be cancelled.

c. The life cycle event resend Process will be triggered.

d. The activity will be triggered and must be manually closed.

30. When gathering requirements for HR services. begin by defining the service then working upwards Categorizing in progressively more details.

    a. HR services topic. Category. Activity category. Activities. Coe.

b. HR service. Activity. Detail. Topic category Coe.
c. **HR services topic, topic category , COE**
d. HR services , topic detail, activity category, COE

31)If the workflow editor is not utilized for lifecycle event. How does the system know when a task or approval should be triggered?

1. Activities are automatically triggered on specific dates.
2. **The activity set trigger condition determines when it is triggered.**
3. The activity trigger and it remains when it is triggered.
4. Activities are manually triggered.

32) If the audience has been configured on a lifecycle event activity, what will the system do if the subject person does not meet the criteria?

A) the lifecycle event will be cancelled

B) the activity must be manually closed by the subject person

C)the activity must be manually closed by the HR professional

D) the activity will be skipped

33) When creating a new Lifecycle event activity set what happens when the audience field is set as empty.

A) The Activity set will not apply to a specific group of people.

B) The activity set will not apply to any employees.

C) The activity set applies for a specific group of people.

D)The activity said applies to all employees.

34) which scoped table is an extension of the task table and allows only users with approved roles to access it

A) HR core case[sn_hr_core_case]

B) Project portfolio Sute [com snc project_portfolio_sute]

C) Knowledge Management, Advanced Installer[com snc knowledge_advanced installer]

D) Human resources scoped app integrations[com sn_hr_integration]

35) scenario You have an existing ISM customer who is now implementing. Chart 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 includes was written correctly. What else must be done to allow this script include to work in the HR application?

A) You must change scope for the script includes to work.

B) The status of the associated record on the application restricted caller access. Must be said to allowed.

C) You must create a custom ACL to allow the script includes to work.

D) The status of the associated record on the application restricted caller access list must be set to Denied.

36) using the life cycle event enterprise application, last may only be assigned to... (select the most appropriate answer)

A) Only users with the manager role.

B) Only users with an HR role.

C) HR case workers, Employees, users in other groups.

D) Only users with a client role.

37) What is used to create a link on an HR case from that access information outside the application?

A) Link Generator

B) Rescheduled caller access

C) HR service,

D)COE configuration.

38) In the HR guided setup module, why are some tasks locked in the task view.

A) They require a plugn to be activated first.

B) The require an elevated role to access.

C) They require other tasks to be completed first.

D)They are dependent tasks that should not be completed.

39) Which Lifecycle event activity type Enables you to manage the dependencies or order of activities within an activity set?

A) Approval

B) Notification

C) Activity Container

D)Employee Task.

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

A) The admin will always have access to all HR tables and data.

B) The necessary HR roles are added to the admin roles.

C) The roles were manually granted by an HR admin.

D) The roles were manually granted by a ServiceNow security user.

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

a. An HR Service is needed to initiate the LE process

b. A Scheduled Job is needed to initiate the LE process

c. An Event is needed to initiate the LE

d. None The LE will automatically trigger based on its configuration

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

A. Profile Reader [sn_hr_core profile_reader]

B. profile writer [sn_hr_core profile_writer)

C. HR Case Reader [sn_hr_le case_reader]

D Hr Case Writer [sn_hr _le case_writer]

43. What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been

Completed?

Choose 2 answers

a. System admin can view HR Cases and confidential profile information

b. HR has control over further HR configurations

c. Confidential HR details only accessible to users with an HR Role

d. System admin can Still grant scoped HR roles

44. After an HRSD Implementation, what capabilities exist for a System Administrator attempting to impersonate an HR member once the HR Admin role has been removed?

Choose 2 answers

a. System Admin can grant scoped HR roles

b. System Admin cannot grant scoped HR roles

c. System Admin can view HR Cases and confidential profile information

d. System Admin cannot view HR Cases and confidential profile information

45. How does Service Now know which HR Template to use on an HR Case?

a. The HR Template is referenced on the record producer form

b. The HR Template is referenced on the HR Service record

c. The HR Template is a selected directly on on the Catalog item

d. Each COE was a specific HR Template

has context menu

46) What is configured first if an admin has both the admin and HR admin rolls and want to configure and access control rule for the HR payroll table?
   1. The user drop down in the banner elevate your role to delegated developer
   2. from the user drop down in the banner elevate your role to security admin
   3. manually add their designated developer role to your user record
   4. manually add the security admin role to your user account

47) Which of the following are examples of HR application scopes?

Choose four answers
   1. human resources service portal
   2. human resources knowledge
   3. human resources global
   4. Human resources integration
   5. human resources core
   6. Human resources Coe
   7. human resources life cycle event

48) the knowledge bases searched for the knowledge result action on HR cases are determined by what?

A) contextual search configuration

B) HR service configuration

C) knowledge management configuration

D) HR criteria configuration

49) when creating a PDF document template word does the list of document revisions come from?

A) from document templates

b) manage documents from

C) from knowledge articles
D) from system documents

50) which learning task template field allows creation of the short description and description in one or more languages?

A) language table

B) description template

C) additional fields

D) global description for translation

51. When using the Generate HR Profile module to create a job profiles, what fields must be completed to ensure the employees or granted the appropriate client role?

a. User type

b. profile type.

c. Employment type.

D. Employee type.

52. What is the role of trigger conditions in activity set?

a. It defines specific employees to the activity set targets.

b. It defines the relationships between fields in various tables.

c. It defines order number for the activity set.

d. it defines when the activities hit should be initiated

53. When a guided setup task is marked as complete, how can it be reopened?

a. Restart the guided setup entirely.

b. Submit a request in HI

c. Click the Mark as incomplete button.

d. Closed task cannot be reopened.

54. What are the functions of your journey template owner?

Choose three answers.

a. Change only the task templates that they own.
b. Manage the order and flow of the journey, stages and tasks.
c. Create task templates for their audience in a simple, user-friendly experience.
d. Restrict interdepartmental transfer of sensitive case details.
e. Message New hire to Welcome them, to the team.

55. What information does the HR profile contain?

a. Employee relations cases.

b. Personal employee data.

c. User ID and department information.

d. Employee skills.

56. 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. Catalog item.

b. Record producer.

c. Check list.

D. Taxonomy topic.

57. Which field on the knowledge form categorized the knowledge record within the knowledge base?

a. Article Organizer.

b. Knowledge taxonomy.

c. Topic categories related list.

d. Category picker

58. The HR profile table is used to track information for what employment types.

Choose three answers.

    a. Other.
    b. Temporary employee.
    c. Spouse.
    d. Potential employee.
    e. Full time employee.
    f. Contractor.

59. If an HR document must be manually generated for an HR case, who is able to generate the document from the case record?

a. Only the manager of the assignment group can generate the document.

b. Only an HR admin can generate documents from a case.

c. any HR professionals can generate the document even if they are not assigned to the case.

d. Only the assigned to person can manually generate documents from a case.

60. Which Plugin is recommended when upgrading from the global version of HR to the scoped version.

a. Human resources scoped app. Integrations [com.sn_hr_integrations]

b. Human resources scoped app. Lifecycle events [com.sn_hr_lifecycle_events]

c. Human resources scoped app. Employee relations [com.sn_hr_employee_retations]

d. Human resources scoped app. Data migration [com.sn_hr_migration]