SN_HRSD_DUMPS

ServiceNow Human Resources Implementation Specialist Sample Question & Answers:

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

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.

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

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

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

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

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

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.

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

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]

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

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.

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

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

15. What kind of records do HR Requests create?

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

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.

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

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

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

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

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

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

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

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

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.

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

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.

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.

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

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

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

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.

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.

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.

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.

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.

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.

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

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]

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

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

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]

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

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.

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

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

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

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

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.

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 default
    D. Add it to the Contextual Search configuration

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

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

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.

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

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

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.

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

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]

57. 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]

58. 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]

59. 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

60. 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

61. 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

62. 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

63. 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

64. 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

65. 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

66. 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.

67. 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.

68. 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]

69. 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

70. 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.

71. How many COEs may be associated with an HR Service?

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

72. 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

73. 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]

74. 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]

75. 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

76. 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.

77. 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

78. 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]

79. 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

80. 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]

81. The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions.

   Which plugin must be activated to utilize Enterprise Onboarding and Transitions?

   A. Human Resources Scoped App: Lifecycle Events [com.sn_hr_lifecycle_events]
   B. Employee Document Management [com.sn_employee_document_management]

C. Human Resources Scoped App: Core [com.sn_hr_core]
D. Employee Service Center [com.sn_hr_service_portal]

82. The Lifecycle Events [sn_hr_le_case] table is a direct extension of which table?

   A. Talent Management [sn_hr_core_talent_management]
   B. HRIT Operations Case [sn_hr_core_case_operations]
   C. HR Case [sn_hr_core_case]
   D. Task [sc_task]

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

   A. Interfaces
   B. APIs
   C. Instances
   D. Scopes

84. 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
   B. Now Mobile is a standalone solution
   C. HR Service Delivery Enterprise
   D. HR Service Delivery Standard

85. If the HR Admin [sn_hr_core.admin] needs to develop within the HR application but cannot have the system Admin role, what additional role should be granted?

   A. HR Basic [sn_hr_core.basic]
   B. Scoped Developer [sn_hr_core.developer]
   C. Delegated Developer [delegated_developer]
   D. HR Manager [sn_hr_core.manager]

86. When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment. Why?

    A. It indicates who should sign the document
    B. It indicates who generated the document
    C. It indicates the Opened for user
    D. It indicates who the document is about

87. How can fields for a specific HR Service be displayed on the New Case Creation page?

    A. HR Service-specific fields cannot be added to the New Case Creation page
    B. Using the Case Creation Service Configurations
    C. Using the Case Options field on the HR Service
    D. Using the HR Criteria module

88. Which field on the HR Service record defines which HR Catalog Item is associated with the Service?

    A. COE
    B. Topic Detail
    C. Template
    D. Record Producer

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

    A. Backlog
    B. Epics
    C. Products
    D. Groups

90. When the Lifecycle Events application is installed, the LE Admin role is granted to which role?

    A. HR Admin [sn_hr_core.admin]
    B. It is not added to other roles
    C. HR Basic [sn_hr_core.basic]
    D. HR Manager [sn_hr_core.manager]

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

    A. Employee Service Center
    B. Employee Document Management
    C. Lifecycle Events
    D. HR Case Management

92. If you wanted someone to administer the Employee Service Center without granting them the HR Admin role, which scoped Admin role would they need?

    A. Service Portal Admin [sn_hr_sp.admin]
    B. Widget Admin [sn_hr_widget.admin]
    C. Employee Files Admin [sn_hr_ef.admin]
    D. Integrations Admin [sn_hr_integrations.admin]

93. When does the platform assign a Client Role to a user?

    A. Client Roles must be manually added to each employee record
    B. When an HR Profile is created or modified for the employee
    C. Client Roles are automatically added with Group membership
    D. When a User record is created for the employee

94. 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?

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

95. What provides a graphical interface to create survey categories, questions, configure the details, and publish the survey?

    A. Survey Designer
    B. Survey Workflow
    C. Survey Developer
    D. Survey Portal

96. HR Administrators can configure a personal copy of the HR Case Dashboard using which of the following buttons? (Choose two.)

    A. Change Layout
    B. Delete Content
    C. Modify Layout
    D. Add Content
    E. Add Layout

97. What determines when the HR Chat queue is available?

    A. Schedule field on the HR Profile
    B. Schedule field on the User record
    C. HR Chat is always available
    D. Schedule field on the Queues record

98. What defines the path the Case or HR Task will take when it is escalated?

    A. Assignment Rules
    B. Business Rules
    C. Matching Rules
    D. Escalation Rules

99. 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]
    B. Performance Analytics Administrator [pa_admin]
    C. Performance Analytics Threshold Admin [pa_threshold_admin]
    D. System Administrator [admin]

100.   If the HR Administrator has only been given the HR Admin [sn_hr_core.admin] role, what additional role is necessary for them to configure all aspects of the Employee Document Management application?

A. Employee Document Management Writer[sn_hr_ef.document_writer)
B. Employee Document Management Reader[sn_hr_ef.document_reader]
C. EF Admin [sn_hr_ef.admin] role
D. No additional roles are needed

101.   If both the Knowledge Base and the KB article have no "Can Read" User Criteria, what role is required to read the article?

A. HR Basic [sn_hr_core.basic]
B. HR Manager [sn_hr_core.manager]
C. No role is needed
D. HR Admin [sn_hr_core.admin]

102.   Using the base HRSD configuration with no integrations, when the subject person electronically signs an HR document or PDF document, the signature is saved as what?

A. a digital signature
B. a picture of the signature that is added to the document
C. a digital key
D. a digital certificate

103.   What role needs to be removed from the Admin role at go live to prevent the System Admin from being able to see HR Profile information?

A. HR Manager [sn_hr_core.manager]
B. HR Agent [sn_hr_core.agent]
C. Core Admin [sn_core.admin]
D. HR Admin [sn_hr_core.admin]

104.   If you select Data type Numeric Scale on the Assessment Metric (Survey Question) form there is a Scale definition field made visible.

What does it mean to select High for the Scale definition?

A. It means a high score is bad
B. It means a high score is good
C. There is no option for Scale definition
D. There is no option for High

105.   In which Application Scope is the Lifecycle Events table contained?

A. Human Resources: Core
B. Human Resources: Lifecycle Events
C. Human Resources: Integrations
D. Human Resources: Service Portal

106.   What settings define and track cross-scope access to applications?

A. Access Controls
B. Restricted Caller Access
C. Access Restrictions
D. Business Rules

107.   What determines which Knowledge bases, Knowledge articles, and Service Catalog Items an employee can view?

A. Filters
B. User Groups
C. HR Criteria
D. User Criteria

108.   The Template field referenced on the HR Service record is used to do what?

A. Populate fields on the HR Case record
B. Filter who can access the HR Service
C. Create pre-configured responses HR professionals can use
D. Make the HR Service accessible on the Employee Service Center

109. When is the Record producer field needed on the HR Service record?

A. When the HR professional will be creating Cases on behalf of the employee
B. When you want the employee to request the HR Service from the Employee Service Center
C. It is always a required field
D. There is no Record producer held on the HR Service record

110. What are the major HR Service Catalog components (Choose four.)

A. HR Template
B. Assignment Group
C. HR Catalog Item
D. Matching Rule
E. Record Producer
F. HR Service
G. HR Profile

111. How can HR Tasks be marked as optional?

A. Set Optional to True on the HR Task Template
B. Set Optional to True on the Activity Set
C. Tasks cannot be optional
D. Set Optional to True on the HR Case form

112. What provides a graphical representation of other tables related to a specific table, either through class extension or reference?

A. System Structure
B. Table Map
C. System Map
D. Schema Map

113.   Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

A. Caller Denial
B. Caller Tracking
C. Caller Restriction
D. Caller Allowed

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

A. Configuration complexity
B. Types of integrations
C. Customer location
D. Customer business type

115.   Beginning with the Orlando release, which module allows HR Administrators to define which groups may access the various COEs or HR Services without needing to edit or create new ACL records?

A. COE Properties
B. COE ACL Configuration
C. Access Policies
D. COE Policy groups

116.   Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that a new button on the HR case, created using the Link Generator application, is not displaying the appropriate web page. Instead, they get a Page Not Found error. You have verified that the Link configuration and script are both accurate.

What else must be done to allow the Link to work?

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 link 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 link to work.

117.   A customer using Lifecycle Events Enterprise has documented a large offboarding Lifecycle Event that includes many steps. Many of the steps, including approvals, must be completed in a specific order.
Which of these is the best method to use to ensure the activities are triggered in the appropriate order?

A. Create a new lifecycle event for each of the dependent items
B. Create separate trigger conditions for each of the dependent activities
C. Create activity containers for the dependent items
D. Create separate activity sets for each of the dependent activities

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

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

119.   Which HR Integrations module is used to document the URL, basic integration properties, and inbound and outbound username and password information for a third-party application?

A. HR Integration Service
B. HR Schema Mapping
C. Sources
D. HR Webservices

120.   How can a PDF document on an active HR case be generated? (Choose two.)

A. Autogenerated by system configuration
B. By the Subject Person's manager
C. By the employee
D. By the Assigned to person

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

A. None. The LE will automatically trigger based on its configuration
B. An Event is needed to initiate the LE process
C. A Scheduled Job is needed to initiate the LE process
D. An HR Service is needed to initiate the LE process

122. In Employee Document Management, which of the following statements is true for legal holds?

A. Legal Holds are permanent and cannot be removed
B. Legal Holds may be placed on a group of HR profiles
C. Legal Holds may be placed on either a Document Type or an individual employee's HR Profile
D. Legal Holds may be manually placed on individual employee documents

123. Each HR service created in _____ has a corresponding transform map job.

A. HR Transform Maps
B. HR Integration Service
C. HR Service Mapping
D. HR Schema Mapping

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

A. Activities are manually triggered
B. The activity set trigger condition determines when it is triggered
C. Activities are automatically triggered on specific dates
D. The Activity trigger condition determines when it is triggered

125.   What Primary Security aspects are focused on for the HR application? (Choose three.)

A. Password Security
B. ACL Security
C. Contextual Security
D. Physical Security
E. Roles and Groups
F. Platform Access

126.   A customer using Lifecycle Events Enterprise has configured their onboarding process. Now, management has tasked the HR Admin with creating a way to back out onboarding work in case the new employee decides not to join the company. Which of these is the best method to use to reverse work already performed as part of this Lifecycle Event?

A. Check the "allow blackout" box on each of the activities
B. Configure a new Lifecycle Event with the necessary activities
C. Configure the rescind activity set with the necessary activities
D. Check the "allow blackout" box on each of the activity sets

127.   The Enterprise Service Management Integrations framework contains common components to be used for integrating HR applications with third-party systems. Which capability does the Enterprise Service Management Integrations framework leverage to communicate with external instances and third-party systems?

A. Integration designer
B. Flow designer
C. Design Hub
D. Mobile designer

128.   Which of these is the recommended way to trigger activities in a Lifecycle even in a particular order?

A. Create child lifecycle events that are triggered when the previous one is complete
B. Create separate activity sets and set each to be triggered on a specific date
C. Create activity containers and establish an order for each activity
D. Create separate activity sets and set each to be triggered based on the closure of the previous activity set

129. Scenario: the customer has purchased HR Core and now they want to add the Lifecycle Events application. For Lifecycle Events, they want to be able to assign tasks to groups outside of the HR organization. Which of the following items should they license?

A. Human Resources: Core
B. Human Resources: Employee Relations
C. Human Resources Scoped App: Lifecycle enterprise
D. Human Resources Scoped App: Lifecycle Events

130. In a lifecycle event, which of these allows you to define relationships between fields in various table?

A. HR Criteria
B. Activity field mappings
C. Activity conditions
D. Source mappings

131. Employee documents are categorized by which of the following; which may also include meta tags to make them easier to search for later?

A. Security Policy
B. Attachment Type
C. Topic Detail
D. Document Type

132. What must be done to automatically move attachments from an HR case into the Document repository?

A. Select the Automatically Move Attachment box on the Retention policy
B. Select the Automatically Move Attachment box on the Document type
C. Select the Automatically Move Attachment box on the HR Service
D. There is no way to automatically move attachments into the repository

133.   Before a Campaign can be published, some items are required. The following must be added before publishing: a start time, an audience, and which of the following?

A. At least one success goal
B. At least two employee tasks
C. At least one piece of content
D. At least one video link

134.   Which of the following displays a rendering of campaign content to allow you to see how your campaign will be viewed by the employee?

A. Schedule of content
B. Campaign bundles
C. Portal preview
D. Overview

135.   How can HR prevent an employee document, for example, a disciplinary report, from being visible to the employee in their Employee Center profile?

A. There is no way to prevent employees from seeing their documents
B. Deselect the Employee access box on the Document type form
C. Deselect the Visible to employee box on the HR Service form
D. Check the Employee access box on the Document type form

136.   Scenario: Adam is a member of the HR Tier 1 group and has the HR Basic [sn_hr_core.basic] role He is going on vacation and wants to use Granular delegation to delegate his HR tasks. Which of the following users should be assigned the HR tasks in his absence?

A. Anny - another user with the HR basic role
B. Emily - a user with the System Administrator role
C. He may only delegate to his direct manager
D. Jake - a user with the ITIL role

137. Which of the following modules allows HR administrators to restrict access to all cases on a COE or to specific HR Services without creating ACL records?

A. COE ACL Configuration
B. Client Rules
C. Application Restricted Caller Access
D. System Properties

138. The base instance contains several pre-built HR integrations. When configuring a pre-built integration which of these should be completed first?

A. Verify integration settings
B. Create an HR service to call on the integration
C. Perform dry runs
D. Provide source credentials

139. With an inbound integration, data is pulled from the third-party HR management system to the HR tables in ServiceNow. What starts the process for the integration to pull data into ServiceNow?

A. Credentials
B. Data mappings
C. An event or schedule
D. Data transformation

140. If the customer wants to use the HR Integrations Framework to create custom Spokes for HR integrations, which of the following is required?

A. Integration Hub Basic
B. HR Core
C. ITSM Enterprise
D. Integration Hub Enterprise

141. HR case management at Cloud Dimensions no longer requires sending emails back and forth or having multiple phone calls. Instead, they capture all information in one place for processing. What feature makes this possible?

A. Knowledge article
B. HR profile
C. HR Case
D. Employee Center

142. Cloud Dimensions plans to leverage HRSD to deliver content to specific audiences at specific times. What feature makes this possible?

A. Employee Center
B. Campaigns
C. Forums
D. HR criteria

143. What does ServiceNow call the requests and assistance an HR organization provides its employees?

A. Campaigns
B. HR integration
C. HR service
D. Center of Excellence

144. When Wade was being onboarded, an HR profile was created for him and both the Employment start date and Employment type fields were filled in on the record. What kind of role did the system automatically grant him when these fields were completed?

A. Worker
B. Personnel
C. Client
D. User

145. Emily is looking for housing in the UK prior to her relocation. She created a new HR case to obtain an employment verification letter for her housing application. Once she is notified the request is complete, where can she obtain the document?

A. HR Case
B. Document portal
C. Employee Center
D. HR profile

146.   Warren, an HR generalist, has been assigned to Emily's employee verification case. While looking at the case, he notices that the Generate Document button is not yet visible. When will he be able to select the Generate Document action for the request?

A. Once the case is in Work in Progress state
B. Once he reviews the case
C. Once the case is in Ready for Work state
D. Once the PDF template has been converted

147.   Andrew needs to submit a request for direct deposit setup. What feature will he leverage from the Employee Center to submit the request?

A. Knowledge article
B. Service catalog
C. To-Dos
D. HR case

148.   Jessica wants to make all U.K team members aware of the details of an upcoming volunteer opportunity in December. How can she ensure the event is only presented to employees in the U.K?

A. Create a User Criteria record for the U.K employees and add it to the event
B. Create an Audience record for the U.K employees and add it to the event
C. Add each U.K user individually to the event
D. Create an access control record for the event

149.   Jessica created a new HR catalog category for a new hire store. What must she do to ensure the category is visible to employees on the Employee Center?

A. Publish the category
B. Assign a catalog item to the category
C. Assign the HR service to the catalog item
D. Associate a record producer HR service