ServiceNow

Exam Questions CIS-HR

Certified Implementation Specialist-Human Resources

NEW QUESTION 1
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

Answer: CDF

NEW QUESTION 2
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

Answer: D

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

NEW QUESTION 3
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

Answer: D

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9 dbd8dbc01dcaf3231f96198c

NEW QUESTION 4
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

Answer: A

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

NEW QUESTION 5
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

Answer: BDFG

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

NEW QUESTION 6
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

Answer: C

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

NEW QUESTION 7
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]

Answer: A

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

NEW QUESTION 8
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

Answer: C

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

NEW QUESTION 9
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.

Answer: D

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

NEW QUESTION 10
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

Answer: A

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

NEW QUESTION 10
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

Answer: C

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

NEW QUESTION 12
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.

Answer: C

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

NEW QUESTION 16
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.

Answer: A

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

NEW QUESTION 18
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

Answer: A

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

NEW QUESTION 23
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