

# ServiceNow

## Exam Questions CIS-HR

Certified Implementation Specialist-Human Resources



#### NEW QUESTION 1

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.

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_ClientRoles.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ClientRoles.html)

#### NEW QUESTION 2

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](https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9-dbd8dbc01dcaf3231f96198c)

#### NEW QUESTION 3

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

#### NEW QUESTION 4

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

#### NEW QUESTION 5

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

**Answer:** C

#### NEW QUESTION 6

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

#### NEW QUESTION 7

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]

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html)

#### NEW QUESTION 8

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

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c\\_I18NKMInternational.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_I18NKMInternational.html)

#### NEW QUESTION 9

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

**Answer:** C

**Explanation:**

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

#### NEW QUESTION 10

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

**Answer:** C

**Explanation:**

Reference: [https://community.servicenow.com/community?id=community\\_article&sys\\_id=95ef3353db2b1700feb1a851ca961945](https://community.servicenow.com/community?id=community_article&sys_id=95ef3353db2b1700feb1a851ca961945)

#### NEW QUESTION 10

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

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileRecords.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html)

#### NEW QUESTION 11

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

**NEW QUESTION 15**

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.

**Answer:** A

**Explanation:**

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0759087](https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087)

**NEW QUESTION 20**

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

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

**NEW 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

**Answer:** D

**NEW QUESTION 25**

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 28**

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.

**Answer:** D

**Explanation:**

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

**NEW QUESTION 33**

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