



Vendor: ServiceNow

Exam Code: CIS-HR

Exam Name: ServiceNow Certified Implementation Specialist
- Human Resources

Version: DEMO

QUESTION 1

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:

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

QUESTION 2

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

Answer: BCDF

QUESTION 3

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:

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

QUESTION 4

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: D

Explanation:

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

QUESTION 5

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:

https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9dbd8dbc01dcaf3231f96198c

QUESTION 6

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:

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

QUESTION 7

Which plugin is recommended when upgrading from the global version of HR to the scoped version?

- A. Human Resources Scoped App: Employee Relations [com.sn_hr_employee_relations]
- B. Human Resources Scoped App: Data Migration [com.sn_hr_migration]
- C. Human Resources Scoped App: Integrations [com.sn_hr_integrations]
- D. Human Resources Scoped App Lifecycle Events [com.sn_hr_lifecycle_events]

Answer: C

QUESTION 8

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

- A. Employee Service Center Admin [sn_hr_sp admin]
- B. HR profile viewer [sn_hr_core profile_reader]
- C. HR basic [sn_hr_core basic]
- D. HR Administrator [sn_hr_core.admin]

Answer: B

QUESTION 9

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. Confidential HR data is only accessible to users with an HR role
- B. HR has control over further HR configurations
- C. System Admin can still grant scoped HR roles
- D. System admin can view HR Cases and confidential profile information

Answer: BC

QUESTION 10

The HR Profile table is used to track information for what Employment types? Choose 3 answers

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

Answer: BCD

QUESTION 11

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, how does the system handle this task?

- A. The Lifecycle Event rescind process will be triggered
- B. The activity will be skipped
- C. The activity will be triggered and must be manually closed
- D. The Lifecycle Event will be canceled

Answer: C

QUESTION 12

What are the functions of a journey template owner? Choose 3 answers

- A. Restrict inter-departmental transfer of sensitive case details
- 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. Message new hire to welcome them to the team
- E. Change only the task templates that they own

Answer: BCD

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