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Exam Questions CIS-HR

Certified Implementation Specialist-Human Resources



NEW QUESTION 1

What method needs to be invoked from MatchingRuleProcessor class?

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

Answer: A

Explanation:

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

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

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

NEW QUESTION 4

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.

Answer: AC

Explanation:

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

NEW QUESTION 5

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.

Answer: AEF

Explanation:

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

NEW QUESTION 6

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 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

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

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

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 10

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

NEW QUESTION 11

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

Answer: B

Explanation:

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

NEW QUESTION 12

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

Answer: ADF

Explanation:

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

NEW QUESTION 14

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_HRRRemoveAdminRole.html

NEW QUESTION 18

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 23

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

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 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.

Answer: D

Explanation:

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

NEW QUESTION 36

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