Certified Implementation Specialist - Human Resources

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

Answer(s): B D F

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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.

Answer(s): C

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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

Answer(s): B D F G

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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

Answer(s): B

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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

Answer(s): A

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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

Answer(s): C

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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

Answer(s): C

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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.

Answer(s): A

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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

Answer(s): A

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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]

Answer(s): B

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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

Answer(s): A C

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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.

Answer(s): A C

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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

Answer(s): D

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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

Answer(s): D

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15. What kind of records do HR Requests create?

A. HR Incidents

B. HR Files

C. HR Problems

D. HR Cases

Answer(s): D

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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.

Answer(s): D

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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

Answer(s): B D E G

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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

Answer(s): D

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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

Answer(s): D

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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

Answer(s): B