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ServiceNow

CIS-HR

Certified Implementation Specialist - Human Resources

Exam Version: 13.1

QUESTIONS & ANSWERS

DEMO VERSION

(LIMITED CONTENT)

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Question 1. (Multi Select)

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: A, C, F

Question 2. (Single Select)

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

Question 3. (Single Select)

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

Question 4. (Single Select)

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

Question 5. (Single Select)

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

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