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Guarantee

Vendor:ServiceNow

Exam Code:CIS-HR

Exam Name:Certified Implementation Specialist-
Human Resource

Version:Demo

QUESTION 1

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.

Correct Answer: D

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

QUESTION 2

What is the primary purpose of HR Topic Categories?

- A. They group common HR Services.
- B. They group common HR templates.
- C. They group common HR employees.
- D. They group common HR Catalog Items.

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/jakarta-hr-service-delivery/page/product/humanresources/reference/r_HRCaseCategories.html

QUESTION 3

What role is required to assign scoped HR roles?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. LE Admin [sn_hr_le.admin]
- D. HR Basic [sn_hr_core.basic]

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/c_ManageRoles.html

QUESTION 4

What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

Reference: https://community.servicenow.com/community?id=community_questionandsys_id=336d8be9db9cdb01dcaf3231f9619bd

QUESTION 5

If you select Data type Numeric Scale on the Assessment Metric (Survey Question) form there is a Scale definition field made visible.

What does it mean to select High for the Scale definition?

- A. It means a high score is bad
- B. It means a high score is good
- C. There is no option for Scale definition
- D. There is no option for High

Correct Answer: B

QUESTION 6

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

Correct Answer: BDFG

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/t_CreateBulkCases.html

QUESTION 7

What is used to create a link on an HR Case form that accesses information outside the application?

A. HR Service

B. Link Generator

C. Restricted Caller Access

D. COE Configuration

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/HRLinkGenerator.html>

QUESTION 8

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]

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/c_HRProfileSecurity.html

QUESTION 9

Which HR Role is typically granted to all HR Support staff, at a minimum?

A. HR Admin [sn_hr_core.admin]

B. HR Basic [sn_hr_core.basic]

C. HR KB Writer [sn_hr_core.kb_writer]

D. Document Management User [document_management_user]

Correct Answer: B

QUESTION 10

What role needs to be removed from the Admin role at go live to prevent the System Admin from being able to see HR Profile information?

A. HR Manager [sn_hr_core.manager]

B. HR Agent [sn_hr_core.agent]

C. Core Admin [sn_core.admin]

D. HR Admin [sn_hr_core.admin]

Correct Answer: D

QUESTION 11

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

A. Caller Denial

B. Caller Tracking

C. Caller Restriction

D. Caller Allowed

Correct Answer: C

QUESTION 12

Using the base HRSD configuration with no integrations, when the subject person electronically signs an HR document or PDF document, the signature is saved as what?

A. a digital signature

B. a picture of the signature that is added to the document

C. a digital key

D. a digital certificate

Correct Answer: B