



# CIS-HR<sup>Q&As</sup>

Certified Implementation Specialist-Human Resource

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### QUESTION 1

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

Correct Answer: C

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/t\\_GenHRProfile.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/t_GenHRProfile.html)

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### QUESTION 2

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>

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### QUESTION 3

When is the Record producer field needed on the HR Service record?

- A. When the HR professional will be creating Cases on behalf of the employee
- B. When you want the employee to request the HR Service from the Employee Service Center
- C. It is always a required field
- D. There is no Record producer held on the HR Service record

Correct Answer: B

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#### QUESTION 4

If the Workflow editor is utilized for a Lifecycle Event, how does the system know when a task or approval should be triggered?

- A. Activities are manually triggered
- B. The activity set trigger condition determines when it is triggered
- C. Activities are automatically triggered on specific dates
- D. The Activity trigger condition determines when it is triggered

Correct Answer: D

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#### QUESTION 5

How can fields for a specific HR Service be displayed on the New Case Creation page?

- A. HR Service-specific fields cannot be added to the New Case Creation page
- B. Using the Case Creation Service Configurations
- C. Using the Case Options field on the HR Service
- D. Using the HR Criteria module

Correct Answer: B

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