



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

Certified Implementation Specialist-Human Resource

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### QUESTION 1

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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### QUESTION 2

What kinds of records can be created using HR Service Activities? (Choose two.)

- A. Workflows
- B. Tasks
- C. HR Templates
- D. Approvals

Correct Answer: BD

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/configure-hr-service.html>

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### QUESTION 3

How is the HR template associated with an HR service?

- A. On the HR service record
- B. On the Lifecycle Event Activity Set
- C. On the HR template record
- D. On the HR case

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/task/configure-hr-case-template.html>

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### 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\\_question&sys\\_id=336d8be9db9cdb01dcaf3231f9619bd](https://community.servicenow.com/community?id=community_question&sys_id=336d8be9db9cdb01dcaf3231f9619bd)

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#### QUESTION 5

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service and HR Template.
- B. HR Service, HR Template, and Record Producer.
- C. HR Service.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html>

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