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QUESTION 1

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

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledgemanagement/task/t_SelectUserCriteria.html

QUESTION 2

If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

- A. Add it to the HR Template
- B. Add it to the HR Service configuration
- C. All Knowledge bases are searched by default
- D. Add it to the Contextual Search configuration

Correct Answer: B

QUESTION 3

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

Correct Answer: D

Reference: https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9dbd8dbc01dcaf3231f96198c

QUESTION 4



In the base ServiceNow configuration, when are HR Cases created after a Bulk HR case request is submitted?

- A. Twice per day using a scheduled job
- B. Every 6 hours using a scheduled job
- C. Once a day using a scheduled job
- D. Immediately

Correct Answer: B

The Bulk case creation scheduled job runs to process the HR bulk case submittal. By default, the scheduled job runs every six hours, but is configurable.

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

QUESTION 5

When does the platform assign a Client Role to a user?

- A. Client Roles must be manually added to each employee record
- B. When an HR Profile is created or modified for the employee
- C. Client Roles are automatically added with Group membership
- D. When a User record is created for the employee

Correct Answer: B

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