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QUESTION 1

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

Correct Answer: D

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

QUESTION 3

How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

- A. All employees will see the same information
- B. Client roles automatically limit what is visible to employees
- C. Using User Criteria
- D. Using HR Criteria

Correct Answer: C

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



QUESTION 4

The HR Case [sn_hr_core_case] table is an extension of what?

- A. Incident table
- B. Case table
- C. Task table
- D. Lifecycle Events table

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/reference/components-installed-with-case-and-knowledge-management.html>

QUESTION 5

The HR Admin [sn_hr_core.admin] role allows the user to add members to groups. What additional role is needed for an HR Admin to remove users from groups?

- A. User Admin [user_admin]
- B. User Writer [user_writer]
- C. User Reader [user_reader]
- D. HR User Admin [hr_user_admin]

Correct Answer: D

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