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

## Certified Implementation Specialist-Human Resource

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**QUESTION 1**

On the HR Case form, some HR Services have associated Response templates. What determines which HR Services have Response Templates?

A. The HR Criteria on the HR Service

B. The HR Criteria on the Response Template record

C. The table and conditions on the Response Template record

D. The User Criteria on the HR Service

Correct Answer: C

**QUESTION 2**

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

A. Employment type

B. Profile type

C. Employee type

D. User type

Correct Answer: A

**QUESTION 3**

When creating a PDF Document template, the Document revision field must be completed. How does the system determine which documents are available to be selected for this field?

A. You must be a member of the Owning Group for the Managed Document

B. All Documents are visible

C. Your group memberships and the Document owner field on the Managed Document record

D. You must have created the Managed Document record

Correct Answer: C

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

**QUESTION 4**

When configuring a Lifecycle Event, which of the following is used to define the relationships between fields in various tables?

A. Trigger conditions

B. LE Properties

C. Activity Field Mapping

D. HR Templates

Correct Answer: C

## QUESTION 5

What provides a graphical interface to create survey categories, questions, configure the details, and publish the survey?

A. Survey Designer

B. Survey Workflow

C. Survey Developer

D. Survey Portal

Correct Answer: A

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