

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

Certified Implementation Specialist-Human Resource

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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/knowledge-management/task/t\_SelectUserCriteria.html

#### **QUESTION 2**

What determines when the HR Chat gueue is available?

- A. Schedule field on the HR Profile
- B. Schedule field on the User record
- C. HR Chat is always available
- D. Schedule field on the Queues record

Correct Answer: D

### **QUESTION 3**

Which of the following are true for an HR application as it relates to the User [sys\_user] Table and the HR Profile [sn\_hr\_core.profile] Table?

- A. Both are required.
- B. Only HR Profile table is required in HR.
- C. Neither are required.
- D. Only the User table is required in HR.

Correct Answer: A

 $Reference: https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c\_CustomizedProfileInformation.html\\$ 

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#### **QUESTION 4**

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

#### **QUESTION 5**

Which HRSD application automates and streamlines employee onboarding and other activities across departments?

- A. Lifecycle Events
- B. Employee Center
- C. HR Performance Analytics
- D. HR Integrations

Correct Answer: A

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