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QUESTION 1

How many COEs may be associated with an HR Service?

- A. 5
- B. 1
- C. unlimited
- D. 10

Correct Answer: B

QUESTION 2

At what level is User Criteria set to control who can read and edit knowledge articles?

- A. In either the Knowledge Base or Article.
- B. In the Knowledge Article only.
- C. In the User record.
- D. In the Knowledge Base only.

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

QUESTION 3

What does the employees utilize when submitting a self-service request to the HR Organization?

- A. HR Catalog
- B. HR Skills
- C. HR Template
- D. HR Profile

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/hr-service-administration.html>



QUESTION 4

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core
- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events
- F. Human Resources: Global
- G. Human Resources: Service Portal

Correct Answer: BDEG

QUESTION 5

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

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

Correct Answer: BD

QUESTION 6

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 7

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.
- D. The roles were manually granted by an HR Admin.

Correct Answer: A

Reference: https://community.servicenow.com/community?id=community_articleandsys_id=2a3c8b32dbdfd74054250b55ca961930

QUESTION 8

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 9

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html

QUESTION 10



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 11

Which table is considered the core table for all HR Case records?

- A. Skill [cmn_skill]
- B. Incident [incident]
- C. HR Task [sn_hr_core.task]
- D. HR Case [sn_hr_core_case]
- E. HR Profile [sn_hr_core_profile]

Correct Answer: D

Reference: https://community.servicenow.com/community?id=community_questionandsys_id=3aa1368fdb32f004abd5583ca961933

QUESTION 12

In which Application Scope is the Lifecycle Events table contained?

- A. Human Resources: Core
- B. Human Resources: Lifecycle Events
- C. Human Resources: Integrations
- D. Human Resources: Service Portal

Correct Answer: B

QUESTION 13

What role is required to access the modules in the HR Integrations application?



- A. HR Lifecycle Event Case Writer [sn_hr_le.case_writer]
- B. HR Core Profile Reader [sn_hr_core.profile_reader]
- C. Admin [admin]
- D. HR Integrations Admin [sn_hr_integrations.admin]

Correct Answer: C

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

QUESTION 14

What do Client Roles define?

- A. Groups for the customer's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

Correct Answer: D

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

QUESTION 15

What must be updated or loaded into the Customer's instance before importing the stories?

- A. Backlog
- B. Epics
- C. Products
- D. Groups

Correct Answer: B

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