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NEW QUESTION: 1

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. Can/Cannot Contribute User Criteria
- C. HR Criteria
- D. ACL Rules

Answer: A (LEAVE A REPLY)

Explanation/Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUCArticle.html

NEW QUESTION: 2

In the Create Bulk Cases module, which Filter by options are available in the dropdown?
(Choose four.)

- A. HR Template
- B. Document Template
- C. HR Service Template
- D. User Criteria
- E. Upload File
- F. HR Profiles
- G. HR Criteria

Answer: D,E,F,G (LEAVE A REPLY)

NEW QUESTION: 3

What is used to create a link on an HR Case form that accesses information outside the application?

- A. HR Service
- B. Link Generator

C. Restricted Caller Access

D. COE Configuration

Answer: B (LEAVE A REPLY)

Explanation/Reference: <https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/HRLinkGenerator.html>

NEW QUESTION: 4

A user with only the HR Admin [sn_hr_core.admin] role can save and modify which copies of existing reports?

A. All

B. Group

C. Global

D. Personal

Answer: A (LEAVE A REPLY)

NEW QUESTION: 5

When creating a PDF Document Template, where does the list of Document Revisions come from?

A. From Managed Documents

B. From Document Templates

C. From Knowledge Articles

D. From System Documents

Answer: (SHOW ANSWER)

Explanation/Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#PDFTemplate

NEW QUESTION: 6

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

A. The Document field type on the PDF Template Mappings record

B. The Preview value field on the PDF Template Mappings record

C. The Mapping field on the PDF Template Mappings record

D. The Document field on the PDF Template Mappings record

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 7

In the base ServiceNow instance, how are User Criteria used?

A. To control what a user sees in the information and suggested reading widgets

- B. To control which users can access the HR Case application
- C. To control which users can access the HR Service Portal
- D. To control read and write access to Knowledge bases and articles

Answer: D (LEAVE A REPLY)

NEW QUESTION: 8

How does ServiceNow know which HR Template to use on an HR Case?

- A. The HR Template is referenced on the HR Service record.
- B. The HR Template is referenced on the record producer form.
- C. Each COE has a specific HR Template.
- D. The HR Template is selected directly on the Catalog item.

Answer: D (LEAVE A REPLY)

Explanation/Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-task-template.html>

NEW QUESTION: 9

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

- A. HR Criteria configuration
- B. HR Service configuration
- C. Contextual Search configuration
- D. Knowledge Management configuration

Answer: (SHOW ANSWER)

NEW QUESTION: 10

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly.

What else must be done to allow the Script Includes to work in the HR application?

- A. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- B. You must create a custom ACL to allow the script includes to work.
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- D. You must change Scope for the script includes to work.

Answer: A (LEAVE A REPLY)

Explanation/Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087

NEW QUESTION: 11

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

- A. Form [sys_ui_form]
- B. Question Answer [question_answer]
- C. Metric Result [asmt_metric_result]
- D. HR Case [sn_hr_core_case]

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 12

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. contribute, but not read articles
- B. can neither read nor contribute articles
- C. read articles, but not contribute
- D. read and contribute articles

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 13

Beginning with the Orlando release, which module allows HR Administrators to define which groups may access the various COEs or HR Services without needing to edit or create new ACL records?

- A. COE Properties
- B. COE ACL Configuration
- C. Access Policies
- D. COE Policy groups

Answer: ([SHOW ANSWER](#))

Explanation/Reference:

NEW QUESTION: 14

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly.

What else must be done to allow the Script Includes to work in the HR application?

- A. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.
- B. You must change Scope for the script includes to work.
- C. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- D. You must create a custom ACL to allow the script includes to work.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 15

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.

Answer: C (LEAVE A REPLY)

Explanation/Reference: <https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html>

NEW QUESTION: 16

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

Answer: C (LEAVE A REPLY)

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

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NEW QUESTION: 17

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. HR Criteria
- C. Can/Cannot Contribute User Criteria
- D. ACL Rules

Answer: A (LEAVE A REPLY)

NEW QUESTION: 18

What role is required to assign scoped HR roles?

- A. HR Admin [sn_hr_core.admin]
- B. HR Manager [sn_hr_core.manager]
- C. LE Admin [sn_hr_le.admin]
- D. HR Basic [sn_hr_core.basic]

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 19

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A. Article Versions related list
- B. Translated Versions related list
- C. Affected Products related list
- D. Knowledge feedback related list

Answer: (SHOW ANSWER)

NEW QUESTION: 20

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category?

(Choose three.)

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

Answer: A,D,F (LEAVE A REPLY)

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

NEW QUESTION: 21

If you have both Admin and HR Admin roles and wanted to configure an Access Control for the Employee Relations Cases table, what must first be done?

- A. From the User dropdown in the banner, elevate your role to security_admin
- B. Manually add the security_admin role to your User record
- C. Nothing would need to be done
- D. Add the Delegated Developer role to your User record

Answer: (SHOW ANSWER)

NEW QUESTION: 22

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 23

HR Profiles may be created for multiple employees using conditions and criteria in which module?

- A. Create Human Resources Profile
- B. Create new Case
- C. Generate HR Profiles
- D. Bulk Cases

Answer: C (LEAVE A REPLY)

Explanation/Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_GenHRProfile.html

NEW QUESTION: 24

What defines an employee's access to the HR Service Portal / Employee Service Center?

- A. Group membership
- B. User Criteria
- C. HR Criteria
- D. Client Roles

Answer: (SHOW ANSWER)

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

NEW QUESTION: 25

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

Answer: A (LEAVE A REPLY)

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

NEW QUESTION: 26

Which field on the HR Service record defines which HR Catalog Item is associated with the Service?

- A. COE
- B. Record Producer
- C. Topic Detail
- D. Template

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 27

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Other
- B. Full Time Employee
- C. Spouse
- D. Potential Employee
- E. Contractor
- F. Temporary Employee

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 28

ServiceNow has identified 3 maturity levels for an HR customer. What are they?

- A. Managed Interactions, Self-Reliance, Smart Services
- B. Managed Interactions, Self-Help, Advanced Services
- C. No automation, Self-reliance, Smart Services
- D. Managed Interactions, Self-Reliance, Automated Services

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference: <https://www.servicenow.es/content/dam/servicenow-assets/public/en-us/doc-type/other-document/csc/human-resources-journey-doc.pdf>

NEW QUESTION: 29

Who can generate the PDF document on an active HR Case?

- A. Only the Assigned to person
- B. Only the Subject Person's manager
- C. Only the employee
- D. Only an HR manager

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 30

When the Lifecycle Events application is installed, the LE Admin role is granted to which role?

- A. HR Basic [sn_hr_core.basic]
- B. HR Manager [sn_hr_core.manager]
- C. HR Admin [sn_hr_core.admin]
- D. It is not added to other roles

Answer: C (LEAVE A REPLY)

NEW QUESTION: 31

The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions.

Which plugin must be activated to utilize Enterprise Onboarding and Transitions?

- A. Human Resources Scoped App: Lifecycle Events [com.sn_hr_lifecycle_events]
- B. Employee Service Center [com.sn_hr_service_portal]
- C. Human Resources Scoped App: Core [com.sn_hr_core]
- D. Employee Document Management [com.sn_employee_document_management]

Answer: (SHOW ANSWER)

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NEW QUESTION: 32

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.

Answer: D (LEAVE A REPLY)

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

NEW QUESTION: 33

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

- A. They require a plugin to be activated first.
- B. They require other tasks to be completed first.

- C. They are deprecated tasks that should not be completed.
- D. They require an elevated role to access.

Answer: (SHOW ANSWER)

NEW QUESTION: 34

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A. Article Versions related list
- B. Knowledge feedback related list
- C. Affected Products related list
- D. Translated Versions related list

Answer: D (LEAVE A REPLY)

Explanation/Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_I18NKMInternational.html

NEW QUESTION: 35

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail. What are the basic categories used?

- A. HR Service, Topic Category, COE.
- B. HR Service, Topic Detail, Topic Category, COE.
- C. HR Service, Topic Detail, COE.
- D. HR Service, Topic Category, Activity Category, Activities, COE.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 36

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 Owing 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

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 37

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail. What are the basic categories used?

- A. HR Service, Topic Detail, COE.
- B. HR Service, Topic Category, Activity Category, Activities, COE.
- C. HR Service, Topic Category, COE.
- D. HR Service, Topic Detail, Topic Category, COE.

Answer: D (LEAVE A REPLY)

Explanation/Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/hr-service-categorization.html>

NEW QUESTION: 38

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile includes group membership information.
- B. The HR Profile is intended to store confidential employee data that is pertinent for HR.
- C. The HR Profile may include employee marital status.
- D. The HR Profile includes employee organizational information like Colleagues.
- E. The HR Profile stores the employee's assigned delegates.
- F. The HR Profile stores login credential information.

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 39

When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected
- B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

Answer: B (LEAVE A REPLY)

Explanation/Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-case-template.html>

NEW QUESTION: 40

After the HR Admin [sn_hr_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

- A. The Admin must elevate their role to security_admin to add members to HR groups.
- B. The Admin must impersonate an HR Admin to add members to HR groups.
- C. The Admin follows the same process as with any group membership change.
- D. The Admin can no longer add members to HR groups.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 41

What method needs to be invoked from MatchingRuleProcessor class?

- A. processAndGetUsers
- B. processAndGelList
- C. processAndGetArray
- D. processAndGetCandidates

Answer: (SHOW ANSWER)

NEW QUESTION: 42

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

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

Answer: C,D,F,G (LEAVE A REPLY)

NEW QUESTION: 43

What are the major HR Service Catalog components? (Choose four.)

- A. HR Template
- B. Matching Rule
- C. HR Profile
- D. HR Catalog Item
- E. Record Producer
- F. Assignment Group
- G. HR Service

Answer: A,D,E,G (LEAVE A REPLY)

NEW QUESTION: 44

How can fields for a specific HR Service be displayed on the New Case Creation page?

- A. HR Service-specific fields cannot be added to the New Case Creation page
- B. Using the Case Creation Service Configurations
- C. Using the Case Options field on the HR Service
- D. Using the HR Criteria module

Answer: (SHOW ANSWER)

NEW QUESTION: 45

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

- A. This ensures that confidential HR data is only accessible to users with an HR role.
- B. It is not necessary because the system Admin always has access to all HR data.
- C. This ensures that HR has control over further HR configurations.
- D. The HR Admin role should remain a part of the system Admin role.

Answer: A,C ([LEAVE A REPLY](#))

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