

ServiceNow.CIS-HR.v2025-04-09.q46

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NEW QUESTION: 1

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

- A. To control read and write access to Knowledge bases and articles
- B. To control which users can access the HR Service Portal
- C. To control which users can access the HR Case application
- D. To control what a user sees in the information and suggested reading widgets

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

NEW QUESTION: 2

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.

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

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

NEW QUESTION: 3

When does the platform assign a Client Role to a user?

- A. Client Roles are automatically added with Group membership
- B. When an HR Profile is created or modified for the employee
- C. Client Roles must be manually added to each employee record
- D. When a User record is created for the employee

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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: 5

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]

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 6

Using the base HRSD configuration with no integrations, when the subject person electronically signs an HR document or PDF document, the signature is saved as what?

- A. a digital certificate
- B. a picture of the signature that is added to the document
- C. a digital signature
- D. a digital key

Answer: B (LEAVE A REPLY)

NEW QUESTION: 7

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: 8

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

Answer: ([SHOW ANSWER](#))

Explanation/Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

NEW QUESTION: 9

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

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: 11

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case. In this situation, who is able to generate an HR document for the Case?

- A. Any HR professional
- B. Only an HR Manager
- C. Only the assigned to person
- D. Only an HR Admin

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

NEW QUESTION: 12

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

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

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

NEW QUESTION: 13

What method needs to be invoked from MatchingRuleProcessor class?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 14

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

- A. HR Profile > Setup
- B. HR Administration > Properties
- C. HR Administration > Setup
- D. HR Profiles > Properties

Answer: D (LEAVE A REPLY)

Explanation

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

NEW QUESTION: 15

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

- A. the activity must be manually closed by the Subject person
- B. the Lifecycle Event will be canceled
- C. the activity will be skipped
- D. the activity must be manually closed by the HR professional

Answer: A (LEAVE A REPLY)

NEW QUESTION: 16

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service.
- B. HR Service and HR Template.
- C. HR Service, HR Template, and Record Producer.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

Answer: A (LEAVE A REPLY)

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NEW QUESTION: 17

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 18

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

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

Answer: B,D,F,G ([LEAVE A REPLY](#))

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

NEW QUESTION: 19

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

- A.** HR Profile > Setup
- B.** HR Administration > Properties
- C.** HR Administration > Setup
- D.** HR Profiles > Properties

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

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

NEW QUESTION: 20

If you had little coding experience and were tasked with adding new pages to the customer's Employee Service Center, which Service Portal Configuration option would be best to complete the task?

- A.** Branding Editor
- B.** Page Editor
- C.** Designer
- D.** Widget Editor

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

An HR Admin without the System Admin role can do what? (Choose three.)

- A.** Create HR Criteria
- B.** Configure business rules
- C.** Add users to groups
- D.** Grant roles to users or groups
- E.** Modify the HR Administration > Properties
- F.** Reset user passwords

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

User authentication and Instance restriction are examples of what type of security?

- A.** Physical Security
- B.** Contextual Security
- C.** Platform Access
- D.** Roles and Groups

Answer: ([**SHOW ANSWER**](#)**)**

NEW QUESTION: 23

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: 24

The customer you will be implementing for wants to utilize Now Mobile.

What is the minimum HR SKU they may purchase that includes Now Mobile?

- A. HR Service Delivery Professional
- B. HR Service Delivery Standard
- C. HR Service Delivery Enterprise
- D. Now Mobile is a standalone solution

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

NEW QUESTION: 25

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. Only the User table is required in HR.
- D. Neither are required.

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

NEW QUESTION: 26

What determines when the HR Chat queue 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

Answer: ([**SHOW ANSWER**](#)**)**

NEW QUESTION: 27

How can HR Tasks be marked as optional?

- A. Set Optional to True on the Activity Set

- B. Set Optional to True on the HR Case form
- C. Set Optional to True on the HR Task Template
- D. Tasks cannot be optional

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

NEW QUESTION: 28

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case. In this situation, who is able to generate an HR document for the Case?

- A. Any HR professional
- B. Only an HR Admin
- C. Only an HR Manager
- D. Only the assigned to person

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

Explanation/Reference: https://community.servicenow.com/community?id=community_article&sys_id=95ef3353db2b1700feb1a851ca961945

NEW QUESTION: 29

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.

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 30

What kind of records do HR Requests create?

- A. HR Incidents
- B. HR Files
- C. HR Cases
- D. HR Problems

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

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: (SHOW ANSWER)

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

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NEW QUESTION: 32

Which module provides a user-friendly interface new HR Skills and assigning HR skills to members of the HR department?

- A. Skills Routing
- B. Skills Management
- C. Manage HR Skills
- D. Skills Definition

Answer: (SHOW ANSWER)

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

NEW QUESTION: 33

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: (SHOW ANSWER)

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: 34

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: (SHOW ANSWER)

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

NEW QUESTION: 35

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 36

If the HR Admin [sn_hr_core.admin] needs to develop within the HR application but cannot have the system Admin role, what additional role should be granted?

- A. HR Manager [sn_hr_core.manager]
- B. Scoped Developer [sn_hr_core.developer]
- C. HR Basic [sn_hr_core.basic]
- D. Delegated Developer [delegated_developer]

Answer: D (LEAVE A REPLY)

NEW QUESTION: 37

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 38

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

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 39

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.

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

Explanation/Reference: https://community.servicenow.com/community?id=community_article&sys_id=2a3c8b32dbdfd74054250b55ca961930

NEW QUESTION: 40

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

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

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

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

NEW QUESTION: 42

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

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

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 43

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: (SHOW ANSWER)

NEW QUESTION: 44

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 45

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: (SHOW ANSWER)

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

NEW QUESTION: 46

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. Metric Result [asmt_metric_result]
- C. Question Answer [question_answer]
- D. HR Case [sn_hr_core_case]

Answer: B (LEAVE A REPLY)

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

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