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**ServiceNow-CIS-HR**

*Certified Implementation Specialist - Human Resources*



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### Question: 71

What role is required, at a minimum, to view confidential HR Profile data?

- A. HR Admin [sn\_hr\_core.admin]**
- B. HR Basic [sn\_hr\_core.basic]**
- C. LE Admin [sn\_hr\_le.admin]**
- D. HR Manager [sn\_hr\_core.manager]**

Answer: A

Reference: [https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html)

### Question: 72

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

Reference: [https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

### Question: 73

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

Reference: [https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c\\_CustomizedProfileInformation.html](https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c_CustomizedProfileInformation.html)

### Question: 74

What type of information does the HR Profile contain?

- A. Personal employee data**
- B. Group membership and role information**
- C. User login and department information**
- D. A user's password**

Answer: A

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileRecords.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html)

Question: 75

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: A

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0550924](https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924)

Question: 76

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

Answer: A

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_ManageRoles.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.html)

Question: 77

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: BDFG

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t\\_CreateBulkCases.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_CreateBulkCases.html)

Question: 78

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 follows the same process as with any group membership change.**

- C. The Admin can no longer add members to HR groups.**
- D. The Admin must impersonate an HR Admin to add members to HR groups.**

Answer: C

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t\\_HRRemoveAdminRole.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_HRRemoveAdminRole.html)

Question: 79

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

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

Answer: ACF



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