Free Questions for CIS-HR by dumpssheet

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Question 1

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

Options:

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

Explanation:

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

Question 2

What kind of records do HR Requests create?

Options:

A- HR Incidents

B- HR Files

C- HR Problems

D- HR Cases

Answer:

D

Explanation:

https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-record-producer.html

Question 3

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

Options:

A- Group membership

B- User Criteria

C- HR Criteria

D- Client Roles

Answer:

D

Explanation:

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

Question 4

What does ServiceNow now call the HR application?

Options:

A- HRDS - HR Deliver Service

B- HRSM - HR Service Management

C- HRMS - HR Management System

D- HRSD - HR Service Delivery

Answer:

D

Explanation:

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

Question 5

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.)

Options:

A- This ensures that HR has control over further HR configurations.

B- The HR Admin role should remain a part of the system Admin role.

C- This ensures that confidential HR data is only accessible to users with an HR role.

D- It is not necessary because the system Admin always has access to all HR data.

Answer:

A, C

Explanation:

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

Question 6

What types of HR Document templates may be created in ServiceNow? (Choose two.)

Options:

A- Document Templates

B- Word document templates

C- PDF document templates

D- Text document templates

Answer:

A, C

Explanation:

Question 7

Question Type: MultipleChoice

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

Options:

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

Explanation:

Question 8

Question Type: MultipleChoice

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

Options:

A- Matching Rules

B- Client Rules

C- ACLs

D- Escalation Rules

Answer:

A

Explanation:

Question 9

Question Type: **MultipleChoice**

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?

Options:

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

Explanation:

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

Question 10

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

Options:

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

Explanation:

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

Question 11

Question Type: MultipleChoice

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

Options:

A- Only two

B- Only three

C- Unlimited

D- Only one

Answer:

A

Explanation:

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