

# ServiceNow

*CIS-HR*

*Certified Implementation Specialist-Human Resources*



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### Question: 1

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

- A. Matching Rules
- B. Client Rules
- C. ACLs
- D. Escalation Rules

**Answer: A**

### Question: 2

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**

### Question: 3

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**

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### Question: 4

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**

### 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.)

- 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**

### Question: 6

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**

### Question: 7

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?

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

<b>Answer: C</b>
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