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1. Micro Skill Drill Exam
2. Unified Scenario Exam

Topic: 1
Micro Skill Drill Exam

Question: 1

Hartwell Retail Group has rolled out the Career Worksheet across its stores so that staff can plan their growth, and employees are using their own worksheets without difficulty. As the rollout reaches the management population, store managers across every region report the same thing: they cannot see their team members' worksheets at all, even though their own worksheets work normally. The pattern is uniform — it is not limited to particular stores, regions, or departments, and it affects managers who were set up at different times. The systems team has checked a sample of manager accounts and confirms they carry the access expected of a manager. The people team is keen to give managers visibility quickly, because manager involvement is central to the way Hartwell wants development conversations to work, and a manager population that cannot see its teams will quickly lose interest. The consultant has been asked to advise the most likely reason managers cannot see their teams' worksheets, so the fix addresses the actual cause rather than re-checking individual accounts. What most likely explains managers being unable to see their teams' worksheets?

Response:

- A. The competency mapping for the teams' roles is incomplete, so the worksheet withholds the manager's view until the mapping is finished.
- B. Each manager holds the employee permission role rather than a manager role, so they must be re-permissioned one by one before any can see a team.
- C. The Manager View in the latest Career Worksheet has not been enabled.
- D. Notifications have not been enabled, so managers are not being told that their teams' worksheets are available to view.

Answer: C

Explanation:

Feedback:

The manager view is a capability of the latest Career Worksheet that has to be enabled before any manager can see their team's worksheets, so a uniform inability across every region points to the feature not being switched on.

Question: 2

Calder Mutual has Opportunity Marketplace live with broad visibility, and opportunities are being posted in good numbers, but the recommendations many staff receive are sparse and generic. The

people team wants the tool to surface relevant internal moves, and has noticed that opening visibility wider has not improved the matches.

Access is confirmed working and there is plenty for the engine to draw on, so the issue is not who can get in or whether opportunities exist. On review, the skills and role data the recommendation logic depends on is only partly configured. The people team would rather understand the real cause than keep widening visibility, which has cost effort without improving the matches at all, and wants the next change to be one that actually helps staff find relevant moves. A consultant has been asked what most likely explains the sparse, generic recommendations.

What most likely explains the sparse, generic recommendations?

Response:

- A. The visibility scope is still too narrow, so the engine has too few opportunities to draw on.
- B. Notifications are not enabled, so relevant recommendations are generated but never surfaced.
- C. The assignments card is not enabled, so recommendations cannot be written back and look generic.
- D. The skills and role data the recommendation logic relies on is incompletely configured.

Answer: D

Explanation:

Feedback:

Recommendations are computed from the configured skills and role data, so when that data is incomplete the engine has little to match on and returns sparse, generic results even with broad visibility.

Question: 3

Marrick Group is adopting the latest career-development capabilities, including AI assistance for development goals. Both readiness and the AI suggestions draw on the skills and competency content behind roles, and that content is complete in some divisions but only partly built in others, so a poor first experience is a real risk where the content is thin. Separately, one division operates under a regulator that requires any staff-facing tooling change to pass a defined review before it goes live, and that review takes time the other divisions do not need.

Leadership is committed to the modernisation and does not want it stalled across the whole group, but is equally clear that the regulated division's review cannot be skipped and that staff should not meet a weak first experience. The project group is split between moving as fast as the content allows everywhere, holding everything until all content is complete and the review is done, and leading with AI to show value. Each of those options sacrifices one of the two constraints leadership has set, so the people team wants an approach that holds both at once rather than trading one against the other. A consultant has been asked how to phase the adoption so it respects both the content-readiness risk and the regulated division's review.

How should the consultant recommend phasing the adoption?

Response:

- A. Adopt in every division whose content is ready, including the regulated one, to move as fast as the content allows across the group.
- B. Hold the whole adoption until the content is complete in every division and the regulated review is done, so nothing is uneven.

- C. Adopt in the divisions whose content is ready, and take the regulated division through its required review on the same plan.
- D. Switch AI assistance on everywhere now to show value, and deal with the thin content and the regulated review afterwards.

Answer: C

Explanation:

Feedback:

Adopting where the content already supports a good experience delivers the modernisation on schedule for those divisions, while taking the regulated division through its review on the same plan honours the regulatory constraint, so it respects both the content-readiness risk and the review.

Question: 4

Falkbridge Insurance has the Career Worksheet live so that staff can see target roles and how ready they are for them, and the business wants readiness to be meaningful enough to guide real internal moves into hard-to-fill supervisory roles. Staff can open the worksheet and see the target roles listed, but the readiness shown against those roles is thin or blank for most of them, which is undermining trust in a tool only just introduced.

The systems team has checked the worksheet template and confirms it matches the agreed design, and is reluctant to rebuild something staff have just started using. The talent team owns the firm's competency content, and on review the skills and competencies that the target roles require have only been partly mapped. The talent team is anxious to avoid both a disruptive rebuild and a fresh round of permission changes, and wants the effort aimed squarely at whatever is actually keeping readiness thin so the tool earns back the trust it is losing. A consultant has been asked what to advise as the first corrective step so that readiness becomes meaningful, without disturbing the template that is already correct.

What should the consultant advise as the first corrective step so readiness becomes meaningful?

Response:

- A. Rebuild the Career Worksheet template so readiness recalculates, accepting the disruption to staff who have just started using it.
- B. Widen the readiness permission so more detail becomes visible to staff before any content is changed.
- C. Complete the competency mapping behind the target roles.
- D. Add the target roles as suggested roles so staff still get direction while readiness stays thin.

Answer: C

Explanation:

Feedback:

Readiness is calculated by comparing staff against the skills and competencies a role requires, so completing that mapping gives the worksheet the content it needs and makes readiness meaningful without touching the correct template.

Question: 5

Aldermoor Trust enabled e-mail notifications for development goals so that staff would be reminded to act on them, and the notification content and triggers were configured correctly during the project. Yet no notifications are reaching staff at all, and the people team is puzzled because the settings look right and a test of the notification content produced the expected message.

It turns out the platform sends these notifications through a scheduled job that runs them on a cycle, and that job was never set up, so there is nothing actually running to send the configured notifications. The people team wants the reminders flowing before the next goal-setting window, and wants the arrangement to keep running on its own afterwards rather than depending on someone remembering to trigger it. The team is wary of re-doing settings that already test correctly, and would rather find the one thing that is missing than rebuild work that is sound, so it wants the gap pinned down precisely before anyone changes the configuration. A consultant has been asked what is needed so the configured notifications are actually sent to staff.

What is needed so the configured development-goal notifications are actually sent to staff?

Response:

- A. Re-create the notification content and triggers, since a correct configuration would send on its own once it is saved.
- B. Widen permissions so staff are eligible to receive the development-goal notifications.
- C. Set up the scheduled job that sends the notifications in the Scheduled Job Manager.
- D. Switch the development goal plan configuration to the back end so notifications are controlled there.

Answer: C

Explanation:

Feedback:

These notifications are sent by a scheduled job that runs on a cycle, so setting that job up in the Scheduled Job Manager is what actually delivers the configured notifications, and it then keeps running on its own.

Question: 6

Kestrel Components configured its development goals during the first phase, and to force one particular goal behaviour the team built a custom business rule, even though the standard configuration provides the same behaviour out of the box. Since then, that rule has had to be re-checked and adjusted after every half-yearly update, which the small administration team finds burdensome. The project is now about to add two more behaviours of a similar kind, and the instinct in the room is to build custom business rules for those as well so that all three are handled the same way. The lead consultant is uneasy: the firm has to maintain whatever is built once the partner team has gone, and anything that breaks or needs reworking at each update will erode the administrators' confidence. The consultant has been asked how to handle the two new behaviours, and what to do about the pattern more generally, given that the standard configuration can deliver these behaviours and the firm values a setup it can keep running with little effort.

How should the consultant handle the new behaviours and the custom-rule pattern?

Response:

- A. Re-create the custom business rule for the two new behaviours as well, so all three are handled in exactly the same way across the goal plan.
- B. Keep the existing custom rule and document it carefully so administrators can re-check and adjust it after each half-yearly update.
- C. Use standard configuration, keeping custom rules only where standard cannot deliver the behaviour.
- D. Move the custom rule logic into the goal plan template so it is consolidated in one place regardless of its impact at update time.

Answer: C

Explanation:

Feedback:

Using standard configuration where it can deliver the behaviour, and reserving custom rules for cases standard cannot handle, keeps the setup durable across updates and maintainable by the firm's own administrators.

Question: 7

Crayford Retail wants to give staff AI assistance when they create development goals, so that a workforce new to setting goals finds it easier to get started. Leadership wants to adopt this newer capability rather than build something of its own, and wants whatever is put in place to remain a supported, maintainable part of the platform after the project ends.

Staff and managers cannot see any AI help when they create goals at the moment, a launch date has been communicated, and the project group is unsure of the right first move. The people team is keen that the approach is the supported one, so the retailer's own administrators can keep it running without specialist help later on. A consultant has been asked for the right first step to make AI assistance for development goals available to staff.

What is the right first step to make AI assistance for development goals available to staff?

Response:

- A. Enable the AI assistance for development goals in the feature settings.
- B. Build a custom tool to generate goal suggestions instead of using the standard assistance.
- C. Write goal suggestions centrally and paste them into each staff member's plan by hand.
- D. Postpone introducing any AI help until a later year when there is more time.

Answer: A

Explanation:

Feedback:

Enabling the AI assistance for development goals in the feature settings is the supported way to make the capability available to staff, and because it is the standard feature it stays maintainable as the platform updates.

Question: 8

Galloway Trust has designed some additional fields it wants staff to capture when they set a development goal, so the goals reflect the things the trust cares about. After the configuration work, those additions are not appearing on staff development goals at all, even though the team is sure it made the changes carefully and checked them before testing.

On review, it turns out the changes were made to the Career Worksheet Template rather than to the Development Goal Plan Template — two separate objects that serve different parts of career development. The people team wants the additions to show on the development goals as intended, and wants the consultant to point the work at the right object so the effort already spent is not wasted. A consultant has been asked what to do so the intended additions appear on staff development goals. What should the consultant do so the intended additions appear on staff development goals?

Response:

- A. Re-apply the additions to the Career Worksheet Template and refresh it for staff.
- B. Configure the additions in the Development Goal Plan Template.
- C. Enable notifications so staff are shown the new development goal fields.
- D. Map competencies to roles so the new fields populate on the development goals.

Answer: B

Explanation:

Feedback:

Development goals are shaped by the Development Goal Plan Template, so configuring the additions in that template puts them on the object that actually drives the goals, which is what makes them appear for staff.

Question: 9

Aldway Manufacturing has switched on mentoring and wants to launch a programme that pairs newer factory and office staff with experienced colleagues across its plants. Since the feature was enabled, it has behaved inconsistently: some staff can use it as expected while others cannot, and the pattern does not match any single plant or department. The HR lead is keen to move quickly to a launch, and has asked whether the team should first settle the programme's branded name, set up development goal plans so mentoring outcomes are recorded, or create a separate programme for each plant so sites can run their own. The lead consultant wants the launch to rest on solid foundations so that the first cohort has a consistent experience, because a stumbling launch would be hard to recover with staff who are sceptical that head office initiatives ever reach the factory floor. The consultant has been asked what should be confirmed before the programme is created, so that mentoring behaves the same way for everyone it is meant to serve and the launch is not undermined by uneven access.

What should the consultant confirm before the mentoring programme is created?

Response:

- A. That the programme's branded name has been chosen and applied so it looks ready before launch.
- B. That development goal plans are configured for mentees first so mentoring outcomes can be recorded from the start.
- C. That mentoring is permitted for the intended participants.

D. That a separate mentoring programme has been set up for each plant so sites can administer their own.

Answer: C

Explanation:

Feedback:

Inconsistent behaviour across staff that follows no single plant or department points to mentoring not being fully permissioned for the intended participants, so confirming that permissioning first gives everyone a consistent experience before a programme is created.

Question: 10

Calderwood Group wants staff to be offered recommended roles to consider as part of their career development, and for most job families this works well. For one family, though, no recommended roles appear for staff at all, even as other families receive useful recommendations from the same setup. The roles for that family exist in the system and the feature is enabled identically for everyone, so the gap is specific to that family rather than to the tool.

On a closer look, the skills and competencies that the family's roles require were never mapped, so there is nothing for the recommendation logic to base a match on for those staff. The people team wants recommended roles to appear for the family like they do elsewhere, and is keen to fix the underlying cause rather than apply a workaround that leaves the family permanently weaker than the rest. A consultant has been asked what is needed so recommended roles appear for staff in that family. What should the consultant do so recommended roles appear for staff in that job family?

Response:

- A. Enable notifications so staff in the family are told about recommended roles.
- B. Map the required skills and competencies to the roles in that family.
- C. Widen permissions for the family so the recommended-roles section becomes visible.
- D. Add the family's roles as career paths so they appear for those staff.

Answer: B

Explanation:

Feedback:

Recommended roles are generated from the skills and competencies mapped to roles, so mapping the required skills and competencies for the family gives the recommendation logic something to match on and makes the roles appear.

Topic: 2

Unified Scenario Exam

Question: 11

CHALLENGE 1 — Setting Up Structured Mentoring for the Graduate Cohort

The council wants its yearly graduate cohort guided through mentoring with oversight and a timetable, rather than each graduate finding a mentor on their own.

What should the consultant recommend?

Response:

- A. Leave mentoring informal and let graduates find someone to learn from on their own.
- B. Pair each graduate with a mentor once by email and leave them to it after that.
- C. Set up a supervised mentoring programme for the graduates.
- D. Open a self-service programme and let graduates browse and pick any mentor.

Answer: C

Explanation:

Feedback:

A supervised mentoring programme provides the oversight and structure a guided cohort needs, so it fits the graduate scheme better than leaving graduates to arrange mentoring themselves.

Question: 12

CHALLENGE 1 — Setting Up Structured Mentoring for the Graduate Cohort

In the supervised programme, the scheme's managers want to arrange who mentors whom.

How should matching work?

Response:

- A. Have the programme administrator manage the matching and structure.
- B. Let each graduate browse and choose their own mentor without oversight.
- C. Leave graduates unmatched until a mentor happens to volunteer for them.
- D. Ask HR to email suggested pairs to graduates and let them sort it out.

Answer: A

Explanation:

Feedback:

In a supervised programme the administrator manages matching and structure, which is what lets the scheme's managers arrange who mentors whom and keep the cohort guided.

Question: 13

CHALLENGE 1 — Setting Up Structured Mentoring for the Graduate Cohort

The graduate scheme runs for a set year, and the people team wants the mentoring to match that.

How should the programme's timing be set?

Response:

- A. Leave the programme open-ended with no set finish so it simply continues.
- B. Give the programme a defined start and end.
- C. Extend the programme indefinitely and review it only if problems arise.
- D. Set a different personal timeline for each graduate rather than one cohort.

Answer: B

Explanation:

Feedback:

A defined start and end makes the programme run as a time-bound cohort that matches the graduate year, which is exactly what the people team wants.

Question: 14

CHALLENGE 2 — Building Manager Approval into Development Goals

At present a development goal is final as soon as staff save it, and managers want to agree goals before they are settled.

What should the consultant recommend?

Response:

- A. Ask managers to look over their team's goals informally when they get a chance.
- B. Email managers a list of new goals so they can check them outside the system.
- C. Add a note on the goal asking the manager to approve it.
- D. Configure the goal plan to route goals to the manager for approval.

Answer: D

Explanation:

Feedback:

Routing goals to the manager for approval through the goal plan builds sign-off into the process itself, so a goal is agreed before it is settled rather than final the moment it is saved.

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