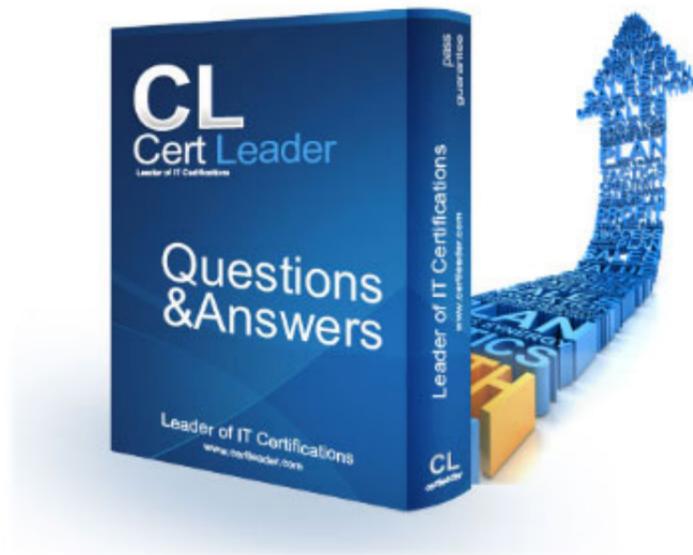


## CIS-HR Dumps

### Certified Implementation Specialist-Human Resources

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#### NEW QUESTION 1

If an HR Services needs to be accessible to employees on the Employee Service Center, what field must be completed on the HR Service?

- A. Checklist
- B. Fulfiller Instructions
- C. Lifecycle Event type
- D. Record Producer

**Answer: D**

#### Explanation:

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

#### NEW QUESTION 2

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: D**

#### Explanation:

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

#### NEW QUESTION 3

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: AC**

#### Explanation:

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)

#### NEW QUESTION 4

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**

#### Explanation:

Reference: [https://community.servicenow.com/community?id=community\\_article&sys\\_id=2a3c8b32db\\_dfd74054250b55ca961930](https://community.servicenow.com/community?id=community_article&sys_id=2a3c8b32db_dfd74054250b55ca961930)

#### NEW QUESTION 5

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**

#### Explanation:

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

#### NEW QUESTION 6

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

**Answer:** AEF

**Explanation:**

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)

**NEW QUESTION 7**

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- D. HRSD - HR Service Delivery

**Answer:** D

**Explanation:**

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

**NEW QUESTION 8**

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

- A. Contextual Search configuration
- B. HR Service configuration
- C. HR Criteria configuration
- D. Knowledge Management configuration

**Answer:** C

**Explanation:**

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

**NEW QUESTION 9**

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

**Explanation:**

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

**NEW QUESTION 10**

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

**Explanation:**

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)

**NEW QUESTION 10**

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

**Explanation:**

Reference: [https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0759087](https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087)

**NEW QUESTION 14**

When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected

- B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

**Answer:** B

**Explanation:**

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

**NEW QUESTION 15**

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

- A. Document Templates
- B. Word document templates
- C. PDF document templates
- D. Text document templates

**Answer:** AC

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c\\_HRDocumentTemplates.html#DocumentTypes](https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#DocumentTypes)

**NEW QUESTION 16**

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. read and contribute articles
- B. read articles, but not contribute
- C. can neither read nor contribute articles
- D. contribute, but not read articles

**Answer:** C

**Explanation:**

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)

**NEW QUESTION 19**

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

**Answer:** C

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-lifecycle-event-activity.html>

**NEW QUESTION 23**

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

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t\\_CreateAnAssignmentRule.html](https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_CreateAnAssignmentRule.html)

**NEW QUESTION 24**

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