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Question 1

Question Type: MultipleChoice

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?

Options:

- 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:

https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087

Question 2

Question Type: MultipleChoice

The HR Profile table is used to track information for what Employment types? (Choose three.)

Options:

- A- Other
- B- Potential Employee
- C- Full Time Employee
- D- Temporary Employee

- E- Spouse
- F- Contractor

Answer:

C, D, F

Question 3

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

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

Question 4

Question Type: MultipleChoice

When creating a PDF Document Template, where does the list of Document Revisions come from?

Options:

- A- From Managed Documents
- B- From Document Templates
- C- From Knowledge Articles
- D- From System Documents

Answer:

A

Explanation:

https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#PDFTemplate

Question 5

Question Type: MultipleChoice

How does ServiceNow know which HR Template to use on an HR Case?

Options:

- A- The HR Template is referenced on the HR Service record.
- B- The HR Template is referenced on the record producer form.
- C- Each COE has a specific HR Template.
- D- The HR Template is selected directly on the Catalog item.

Answer:

D

Explanation:

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

Question 6

Question Type: MultipleChoice

When a Guided Setup task is marked as complete, how can it be reopened?

Options:

- A- Closed tasks cannot be reopened
- B- Click the Mark as Incomplete button
- C- Submit a request in HI
- D- Restart the Guided Setup entirely



Answer:

B

Explanation:

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

Question 7

Question Type: MultipleChoice

What method needs to be invoked from MatchingRuleProcessor class?

Options:

- A- processAndGetCandidates
- B- processAndGetUsers
- C- processAndGellist
- D- processAndGetArray



Answer:

A

Explanation:

https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_InvokeMatchingRuleAPI.html

Question 8

Question Type: MultipleChoice

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)



Options:

- A- Document Template
- B- Upload File
- C- HR Service Template
- D- User Criteria
- E- HR Template
- F- HR Profiles
- G- HR Criteria

Answer:

B, D, F, G

Explanation:

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

Question 9

Question Type: MultipleChoice

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

Options:

- 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:

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

Question 10

Question Type: MultipleChoice

How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

Options:

- 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:

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

Question 11

Question Type: MultipleChoice

HR Profiles may be created for multiple employees using conditions and criteria in which module?

Options:

- A- Create Human Resources Profile
- B- Create new Case
- C- Generate HR Profiles
- D- Bulk Cases



Answer:

C

Explanation:

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

Question 12

Question Type: MultipleChoice

What type of information does the HR Profile contain?

Options:

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



Answer:

A

Explanation:

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



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