Free Questions for CIS-HR by dumpshq

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Question 1

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 2

Question Type: MultipleChoice

What do Client Roles define?

Options:

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:

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

Question 3

Question Type: MultipleChoice

What determines if a user can view a Knowledge article?

Options:

A- Can/Cannot Read User Criteria

B- Can/Cannot Contribute User Criteria

C- HR Criteria

D- ACL Rules

Answer:

A

Explanation:

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

Question 4

Question Type: MultipleChoice

If a customer has a huge employee population, complex organizational structures, and requires custom integrations and language translations, what level of configuration complexity would their project be considered?

Options:

A- Drastic

B- Low

C- Major

D- Nominal

Answer:

C

Question 5

Question Type: MultipleChoice

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

Options:

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:

A, E, F

Explanation:

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

Question 6

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 7

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 8

Question Type: MultipleChoice

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail. What are the basic categories used?

Options:

A- HR Service, Topic Detail, COE.

B- HR Service, Topic Category, Activity Category, Activities, COE.

C- HR Service, Topic Category, COE.

D- HR Service, Topic Detail, Topic Category, COE.

Answer:

D

Explanation:

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

Question 9

Question Type: MultipleChoice

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

Options:

A- Contextual Search configuration

B- HR Service configuration

C- HR Criteria configuration

D- Knowledge Management configuration

Answer:

C

Explanation:

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

Question 10

Question Type: MultipleChoice

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

Options:

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

Explanation:

https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html

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