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ServiceNow Certified Implementation Specialist-Human Resources Sample Questions (Q102-Q107):

NEW QUESTION # 102

Which feature allows a user to transfer tasks related to Employee Relocation Approvals to another user?

- **A. Granular Delegation**
- B. Audience
- C. Rescind Activity Set
- D. Roles and Groups

Answer: A

Explanation:

Comprehensive and Detailed 100 to 150 words of Explanation From ServiceNow Human Resources topics:

Granular Delegation is a powerful feature in ServiceNow HRSD that allows users to temporarily or permanently delegate specific tasks or approvals to another user without granting them their full roles or access. This is the primary feature used to transfer tasks related to Employee Relocation Approvals (or other specific HR services) to a delegate. Unlike standard platform delegation, which is often an "all-or-nothing" approach, Granular Delegation allows the user to specify exactly which types of tasks- filtered by criteria like HR Service or Case Type-should be delegated. This is particularly useful during vacations or leaves of absence, as it ensures that sensitive approvals, such as those for relocation expenses, can continue to be processed by a trusted colleague, maintaining business continuity while strictly limiting the delegate 's access to only those specific records.

NEW QUESTION # 103

What do Client Roles define?

- **A. Access for new hires, employees, alumni, contingent, and contract workers.**
- B. Groups for the customer's clients.
- C. Roles that come into force if user uses a browser client.
- D. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.

Answer: A

Explanation:

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

NEW QUESTION # 104

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

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

Answer: B,C,E

Explanation:

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

NEW QUESTION # 105

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

- **A. When the Assignment group is selected.**
- B. When the HR Case Type is selected.
- C. When the Opened for person is selected
- D. When the HR service is selected on the HR Case Creation form.

Answer: A

Explanation:

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

NEW QUESTION # 106

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

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

Answer: A

Explanation:

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

NEW QUESTION # 107

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