

ServiceNow CIS-HR Simulation Questions - Questions CIS-HR Pdf

ServiceNow CIS - HR Certification Exam All Possible Questions and Answers 2022/2023

What are the three current issues with HR Service Delivery?

Staff feels disconnected
No single location to access HR services
Relies on email and phone-based interactions

How does HRSD improve the employee experience?

Automates routine tasks, provides tools to help deliver services, provides timely communication, access to a Service Portal, and integration with other backend systems through single platform

What are the HRSD applications?

HR Case and Knowledge Management, Employee Service Center, Enterprise Onboarding and Transitions (also called lifecycle events)
Optional: HR Integrations, HR performance analytics, Employee document management

What is the HR Case and Knowledge Management Application?

Primary set of applications used by HR to enable case management, benefits tracking, skills management, knowledge management and administration (groups, users, profiles)
*Also referred to as HR Core

What is the Employee Service Center application?

The application provides an optional way for employees to engage with HR through a self service portal that allows access to their employee profile, request HR services, and search the HR knowledgebase.

What is the Enterprise Onboarding and Transitions application?

Allows the automation and streamlining of employee onboarding and other "lifecycle events" during and after tenure with the company

What are the benefits of scoped HR applications?

Protect HR by encapsulating and protecting its data and preventing interference from other applications

Why should HR information be contained within scoped applications?

HR information is generally sensitive or confidential and should only be accessed by HR professionals. While HR runs on an IT system, IT does not need full access to the information.

What are the components of each scoped HR application?

Tables (CoEs), Users/Groups/Skills, Properties, Scripts/business rules, Notifications

- None of the above are carried over from app to app, must be inserted separately

What are the different HR Administrator roles?

HR Admin, ESC Admin, Lifecycle event (LE) admin, Integrations admin, Document management add-in

*remember one for each app minus PA

How do HR administrator roles relate to one another?

There is one administrator role for each activated application. The roles may be held by a single person based on organization size and structure. Roles are not automatically contained under HR admin or System Admin

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As we all know, the preparation process for an exam is very laborious and time- consuming. We had to spare time to do other things to prepare for CIS-HR exam, which delayed a lot of important things. If you happen to be facing this problem, you should choose our CIS-HR real exam. With our study materials, only should you take about 20 - 30 hours to preparation can you attend the exam. The rest of the time you can do anything you want to do to, which can fully reduce your review pressure. Saving time and improving efficiency is the consistent purpose of our CIS-HR Learning Materials. With the help of it, your review process will no longer be full of pressure and anxiety.

ServiceNow CIS-HR Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Core Configuration	30%	- HR Service Administration - HR Service Catalog Configuration - Virtual Agent for HR - HR Document Generation

Topic 2: HR Case Management	25%	- HR Case Metrics and Reporting - Case Templates and Quick Actions - HR Case Creation and Assignment - HR Case Lifecycle
Topic 3: Employee Record Management	20%	- Employee Data Model - Employee Service Center - Onboarding/Offboarding Processes - Employee Documents and Signatures
Topic 4: Designer Integration	25%	- Configurable Workspace Integration - Employee Readiness using Workforce Dimensions - Integration with HCM Systems

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ServiceNow Certified Implementation Specialist-Human Resources Sample Questions (Q64-Q69):

NEW QUESTION # 64

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Unlimited
- B. Only three
- C. Only one
- D. Only two

Answer: D

Explanation:

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924

NEW QUESTION # 65

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. You must create a custom ACL to allow the script includes to work.
- B. The Status of the associated record on the Application Restricted Caller Access list must be set to Denied.
- C. You must change Scope for the script includes to work.
- D. The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed.

Answer: D

Explanation:

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

NEW QUESTION # 66

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

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

Answer: B,D

Explanation:

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

NEW QUESTION # 67

Which field on the HR Service record defines which HR Catalog Item is associated with the Service?

- **A. Record Producer**
- B. COE
- C. Topic Detail
- D. Template

Answer: A

NEW QUESTION # 68

What is the purpose of Restricted Caller Access (RCA)?

- A. It prevents the change of an application name.
- B. It defines cross-scope access to scoped applications by role.
- C. It restricts the development of customizations in Studio.
- **D. It defines and tracks cross-scope access to scoped applications.**

Answer: D

Explanation:

The primary purpose of Restricted Caller Access (RCA) is to provide a robust security layer that defines and tracks cross-scope access to scoped applications like HRSD. In a multi-scope environment, scripts or processes from one scope (such as Global) may need to access tables or APIs in another (such as HR Core).

RCA ensures these interactions are intentional and authorized. It can operate in "Tracking" mode, where it logs interactions for administrator review, or "Enforced" mode, where it blocks any call that does not have an explicit "Allowed" record. This prevents unauthorized data leaks and ensures that sensitive HR information is protected from unintentional access by other applications on the ServiceNow platform, maintaining a strict "need-to-know" boundary at the technical level.

NEW QUESTION # 69

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