

# ServiceNow CIS-HR PDF Questions-Shortcut To Success

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## ServiceNow CIS - HR Certification Questions with complete solutions

What are the three current issues with HR Service Delivery? Correct Answer-Staff feels disconnected

No single location to access HR services

Relies on email and phone-based interactions

How does HRSD improve the employee experience? Correct Answer-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? Correct Answer-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? Correct Answer-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 has HR Core

What is the Employee Service Center application? Correct Answer-The application provides an optional way for employees to engage with HR

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The CIS-HR Certification Exam is designed to test the candidate's knowledge of ServiceNow HR Service Delivery application implementation and administration. CIS-HR exam consists of 60 multiple-choice questions and lasts for 90 minutes. The passing score for the exam is 70%, and the exam fee is \$150.

ServiceNow CIS-HR (Certified Implementation Specialist-Human Resources) Certification Exam is a professional certification that is designed for individuals who have a keen interest in implementing and managing HR solutions using the ServiceNow platform. Certified Implementation Specialist-Human Resources certification exam is an advanced-level exam that covers various topics such as HR service delivery, HR case management, employee service center, HR knowledge management, and HR reporting and analytics.

## CIS-SM Certification Experience & Skills

The CIS-SM certification experience and skills you acquire relate directly to the specific tasks you will perform as a ServiceNow consultant. The experience you will acquire builds on your existing professional experience as an industry expert in service management.

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## **ServiceNow Certified Implementation Specialist-Human Resources Sample Questions (Q16-Q21):**

### **NEW QUESTION # 16**

What do Client Roles define?

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

**Answer: B**

Explanation:

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 # 17**

Scenario: Alex is a member of the HR Tier 1 group which grants him the HR Basic [sn\_hr\_core basic] role.

He is going to be out of the office for a few days and wants to use granular delegation to allow his friend Amy to complete his tasks. Amy is not yet a member of any HR groups, but hopes to transfer into HR one day. Will granular delegation work for this purpose?

- **A. No. Granular delegation does not change a delegate 's access to records.**
- B. Yes. Granular delegation will automatically add Amy to the HR Tier 1 group where she will inherit the role.
- C. Partially. Granular delegation will allow Amy access to the HR Tasks, but not to the HR Case itself.
- D. Yes. Granular delegation will automatically grant the necessary roles.

**Answer: A**

### **NEW QUESTION # 18**

What determines if a user can view a Knowledge article?

- **A. Can/Cannot Read User Criteria**
- B. Can/Cannot Contribute User Criteria
- C. ACL Rules
- D. HR Criteria

**Answer: A**

### **NEW QUESTION # 19**

Which feature of Lifecycle Events will revert an already completed activity such as the workplace setup?

- A. Undo Activities
- B. Activity Container
- C. Rescind Hire
- **D. Rescind Activity Set**

**Answer: D**

Explanation:

The Rescind Activity Set is a specialized feature within ServiceNow Lifecycle Events designed to handle scenarios where a process must be reversed after certain tasks have already been finalized. For example, if a new hire's start date is canceled after IT has already provisioned a laptop or Facilities has completed "workplace setup," the Rescind Activity Set triggers a set of compensating tasks to undo those specific actions. Unlike a simple cancellation, which just stops future work, rescinding provides a structured workflow to "roll back" the state of the organization. This ensures that licenses are reclaimed, equipment is returned, and security access is revoked, maintaining operational integrity and resource management even when employee journeys are interrupted.

### NEW QUESTION # 20

On the HR Case form, some HR Services have associated Response templates. What determines which HR Services have Response Templates?

- **A. The table and conditions on the Response Template record**
- B. The HR Criteria on the Response Template record
- C. The HR Criteria on the HR Service
- D. The User Criteria on the HR Service

**Answer: A**

### NEW QUESTION # 21

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