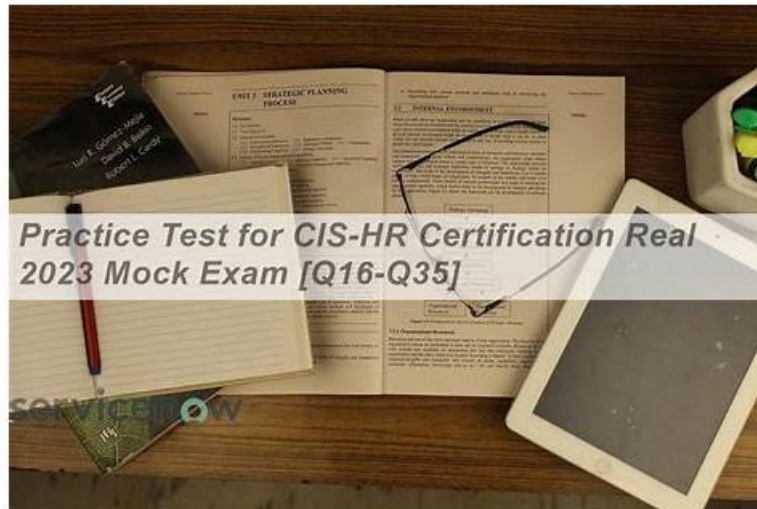


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ServiceNow Certified Implementation Specialist-Human Resources Sample Questions (Q52-Q57):

NEW QUESTION # 52

Which HRSD application synchronizes ServiceNow with external HR systems?

- A. HR Integrations
- B. Core HR Application
- C. Lifecycle Events
- D. Employee Center Pro

Answer: A

Explanation:

Verified Answer: A. HR Integrations Very Short Explanation: HR Integrations is an HRSD application that enables ServiceNow to synchronize data with external HR systems, such as Workday, SAP SuccessFactors, or Oracle PeopleSoft. HR Integrations can be used to import employee profiles, HR services, and HR cases from external systems into ServiceNow, or to export HR data from ServiceNow to external systems 1 .

NEW QUESTION # 53

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?

- A. Drastic
- **B. Major**
- C. Nominal
- D. Low

Answer: B

NEW QUESTION # 54

What does ServiceNow now call the HR application?

- A. HRDS - HR Deliver Service
- B. HRSM - HR Service Management
- C. HRMS - HR Management System
- **D. HRSD - HR Service Delivery**

Answer: D

NEW QUESTION # 55

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?

- A. HR Service, Topic Category, Activity Category, Activities, COE.
- **B. HR Service, Topic Detail, Topic Category, COE.**
- C. HR Service, Topic Category, COE.
- D. HR Service, Topic Detail, COE.

Answer: B

Explanation:

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

NEW QUESTION # 56

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

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

Answer: D

NEW QUESTION # 57

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- [illegible]

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