

# CIS-HR<sup>Q&As</sup>

Certified Implementation Specialist-Human Resource

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**QUESTION 1**

If an HR Services needs to be accessible to employees on the Employee Service Center, what field must be completed on the HR Service?

- A. Checklist
- B. Fulfiller Instructions
- C. Lifecycle Event type
- D. Record Producer

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/configure-hr-service.html>

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**QUESTION 2**

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted\_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

- A. Caller Denial
- B. Caller Tracking
- C. Caller Restriction
- D. Caller Allowed

Correct Answer: C

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**QUESTION 3**

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.
- D. The roles were manually granted by an HR Admin.

Correct Answer: A

Reference: <https://community.servicenow.com/community?>

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**QUESTION 4**

What is the difference between a configuration and a customization?

- A. Configuration uses complex JavaScript while Customization involves field name changes and new buttons.
- B. There is no difference between Configuration and Customization.
- C. Customization uses the built-in tools in the platform while Configuration involves code changes.
- D. Configuration uses the built-in tools in the platform while Customization involves code changes.

Correct Answer: D

Reference: <https://community.servicenow.com/community?>

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**QUESTION 5**

What kinds of records can be created using HR Service Activities? (Choose two.)

- A. Workflows
- B. Approvals
- C. HR Templates
- D. Tasks

Correct Answer: BD

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