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QUESTION 1

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

- A. This ensures that HR has control over further HR configurations.
- B. The HR Admin role should remain a part of the system Admin role.
- C. This ensures that confidential HR data is only accessible to users with an HR role.
- D. It is not necessary because the system Admin always has access to all HR data.

Correct Answer: AC

Reference: https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_HRRemoveAdminRole.html

QUESTION 2

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service and HR Template.
- B. HR Service, HR Template, and Record Producer.
- C. HR Service.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-servicedelivery/hr-service-delivery-rns.html>

QUESTION 3

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

Correct Answer: D

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

QUESTION 4

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

- A. Profile Writer [sn_hr_core.profile_writer]
- B. Profile Reader [sn_hr_core.profile_reader]
- C. HR Case Writer [sn_hr_le.case_writer]
- D. HR Case Reader [sn_hr_le.case_reader]

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/c_HRProfileSecurity.html

QUESTION 5

What are the major HR Service Catalog components? (Choose four.)

- A. HR Template
- B. Assignment Group
- C. HR Catalog Item
- D. Matching Rule
- E. Record Producer
- F. HR Service
- G. HR Profile

Correct Answer: ACEF

QUESTION 6

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core
- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events

F. Human Resources: Global

G. Human Resources: Service Portal

Correct Answer: BDEG

QUESTION 7

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>

QUESTION 8

What role is required, at a minimum, to view confidential HR Profile data?

A. HR Admin [sn_hr_core.admin]

B. HR Basic [sn_hr_core.basic]

C. LE Admin [sn_hr_le.admin]

D. HR Manager [sn_hr_core.manager]

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/humanresources/concept/c_HRProfileSecurity.html

QUESTION 9

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

QUESTION 10

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

Correct Answer: A

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

QUESTION 11

If you had little coding experience and were tasked with adding new pages to the customer's Employee Service Center, which Service Portal Configuration option would be best to complete the task?

- A. Page Editor
- B. Designer
- C. Widget Editor
- D. Branding Editor

Correct Answer: A

QUESTION 12

A customer using Lifecycle Events Enterprise has documented a large offboarding Lifecycle Event that includes many steps. Many of the steps, including approvals, must be completed in a specific order.

Which of these is the best method to use to ensure the activities are triggered in the appropriate order?

- A. Create a new lifecycle event for each of the dependent items
- B. Create separate trigger conditions for each of the dependent activities
- C. Create activity containers for the dependent items

D. Create separate activity sets for each of the dependent activities

Correct Answer: C

QUESTION 13

Which HR Integrations module is used to document the URL, basic integration properties, and inbound and outbound username and password information for a third-party application?

- A. HR Integration Service
- B. HR Schema Mapping
- C. Sources
- D. HR Webservices

Correct Answer: C

QUESTION 14

In which Application Scope is the Lifecycle Events table contained?

- A. Human Resources: Core
- B. Human Resources: Lifecycle Events
- C. Human Resources: Integrations
- D. Human Resources: Service Portal

Correct Answer: B

QUESTION 15

What provides a graphical interface to create survey categories, questions, configure the details, and publish the survey?

- A. Survey Designer
- B. Survey Workflow
- C. Survey Developer
- D. Survey Portal

Correct Answer: A
