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Servicenow

(CIS-HR)

Certified Implementation Specialist - Human Resources

Total: **197 Questions**

Link: https://certyiq.com/papers/servicenow/cis-hr

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Question: 1

An HR Admin without the System Admin role can do what? (Choose three.)

A. Grant roles to users or groups
B. Modify the HR Administration > Properties
C. Reset user passwords
D. Create HR Criteria
E. Configure business rules
F. Add users to groups

Answer: BDF

Explanation:

The correct answer is BDF because it aligns with the capabilities granted to an HR Admin role within the ServiceNow platform, excluding elevated system administrative privileges.

B. Modify the HR Administration > Properties: HR Admins are typically responsible for configuring HR-specific settings. These settings, often found under the "HR Administration > Properties" module, control how HR processes and features operate. Modifying these properties allows the HR Admin to tailor the system to the specific needs of the HR department. This is a core function of the HR Admin role, differentiating it from more general administration.

D. Create HR Criteria: HR Criteria are used to define rules and conditions for automatically assigning tasks, determining visibility of content, and personalizing the employee experience within the HR Service Delivery portal. Creating and managing these criteria is a critical task for HR Admins, enabling them to automate and target HR services effectively. This doesn't require system-level access but is confined to the HR application's logic.

F. Add users to groups: The HR Admin can add users to HR-related groups. This is necessary for managing access to sensitive HR information and ensuring the right individuals have the appropriate permissions within the HR Service Delivery application. Adding users to groups like "HR Case Readers" or "HR Managers" is essential for controlling access within the HR application. However, adding users to all groups in the instance would generally require elevated privileges.

Why other options are incorrect:

A. Grant roles to users or groups: Granting roles is typically reserved for users with elevated system administrator privileges. The HR Admin role generally does not have the authority to assign roles as it would circumvent security and access control protocols. This is because it could grant unintended access to sensitive areas of the instance beyond HR.

C. Reset user passwords: Password resets are typically handled by the system or the user themselves through self-service. An HR Admin role would typically not have the ability to reset all user passwords.

E. Configure business rules: Configuring business rules requires advanced technical skills and could potentially impact the entire instance, not just the HR module. It is thus limited to administrators with elevated system roles.

Supporting Documentation:

ServiceNow Docs - Roles in HR Service Delivery: https://docs.servicenow.com/bundle/utah-hr-service-delivery/page/product/human-resources/concept/c_RolesInHRServiceDelivery.html

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Question: 2

After the HR Admin [sn_hr_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

A.The Admin must elevate their role to security_admin to add members to HR groups.

B.The Admin follows the same process as with any group membership change.

C.The Admin can no longer add members to HR groups.

D.The Admin must impersonate an HR Admin to add members to HR groups.

Answer: C

Explanation:

The correct answer is C: The Admin can no longer add members to HR groups. Here's a detailed justification:

ServiceNow employs a role-based access control (RBAC) system. When the role is removed from the standard role, the role loses the specific privileges associated with managing HR-related data and configurations, including HR group memberships. The role explicitly
sn_hr_core.admin
grants the permission to manage HR-related groups. Without this role, the role only has the
admin admin
permissions associated with its default configuration which are typically system-wide admin tasks, but not
sn_hr_core.admin
HR-specific configurations.
admin

Option A is incorrect because elevates privileges for security configurations, not user management in restricted modules. Option B is incorrect as the 'same process' relies on the role which is now removed. Option D requires impersonation which means there is an
security_admin
understanding that Admin Role alone does not possess this capability.

sn_hr_core.admin
Essentially, access to modify HR groups is now gated behind the role. Removing this role from the role creates a separation of duties. This practice enhances security and ensures that only designated HR administrators can manage sensitive HR data. Even with the system-wide administrator role,
sn_hr_core.admin admin
the admin would be restricted from performing HR-specific admin functionalities if they do not have the explicit HR admin role.

Further research can be conducted on ServiceNow's role-based access control system, specifically focusing on delegated administration and role separation.

Authoritative Links:

ServiceNow Roles: https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/roles/concept/c_Roles.html
ServiceNow HR Roles: (Requires ServiceNow instance access and entitlement to HR documentation). Search for "HR Service Delivery Roles" within the ServiceNow documentation portal.

Question: 3

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)

A. Document Template

B. Upload File

C. HR Service Template

D. User Criteria

E. HR Template

F. HR Profiles

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G. HR Criteria

Answer: BDFG

Explanation:

The correct answer identifies the available filter options within the ServiceNow Create Bulk Cases module: Upload File, HR Profiles, HR Criteria, and HR Service Template. This module is designed to expedite the process of creating multiple HR cases simultaneously, and the filtering options are crucial for accurately targeting the correct population or applying the correct case configurations.

B. Upload File: This option allows users to upload a file containing a list of users (e.g., employee IDs, user names) or data relevant to the bulk case creation, such as compensation data for mass salary adjustments. This upload facilitates the creation of HR cases for the specific individuals listed in the file.

F. HR Profiles: Selecting "HR Profiles" allows filtering the users based on different parameters/attributes stored in their HR Profile such as department, location, or job title. This ensures that the bulk cases are created for the appropriate group of employees based on the specific HR profile attributes.

G. HR Criteria: HR Criteria is a powerful feature in ServiceNow HRSD used to define conditions that determine which users are eligible for certain HR services or policies. Filtering by HR Criteria in the Bulk Case module allows you to target cases based on predefined eligibility rules. For example, cases related to benefits enrollment could be targeted based on employee tenure or location, as defined by the HR Criteria.

D. HR Service Template: When "HR Service Template" is selected, users can apply a specific pre-configured HR service template to the bulk cases. This ensures standardization and consistency in case creation, applying the same workflow, assignment rules, and SLAs to all the generated cases.

Options A, C and E are incorrect.

Document Template is not a filter option in Create Bulk Cases module
User Criteria is not a valid filter option in the Create Bulk Cases module.
HR Template is not a filter option in Create Bulk Cases module

Therefore, the answer **BDFG** is correct because it identifies the available options for filtering users when creating bulk HR cases in ServiceNow. These filtering methods ensure the creation of accurate and targeted cases, streamlining HR processes and ensuring consistent application of policies and services across the organization.

Relevant links for further research:

ServiceNow HR Service Delivery Documentation: (Requires ServiceNow login to access specific details about the Create Bulk Cases module, but provides general information about HRSD functionalities).
ServiceNow Community Forums: (Search for "Create Bulk Cases" and "HR Criteria" to find user discussions and examples).

Question: 4

If you have both Admin and HR Admin roles and wanted to configure an Access Control for the Employee Relations Cases table, what must first be done?

A.Add the Delegated Developer role to your User record

B.From the User dropdown in the banner, elevate your role to security_admin

C.Manually add the security_admin role to your User record

D.Nothing would need to be done

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Answer: B

Explanation:

The correct answer is **B. From the User dropdown in the banner, elevate your role to security_admin.**

Access Controls (ACLs) in ServiceNow govern data access and security. While having the 'admin' role grants broad administrative privileges, modifying or creating ACLs, especially for sensitive tables like 'Employee Relations Cases,' requires the 'security_admin' role. This elevation is a deliberate security measure to prevent accidental or unauthorized changes to security rules that could expose sensitive data.

The 'security_admin' role isn't automatically granted even with the 'admin' role. ServiceNow utilizes a privilege elevation mechanism specifically for security-related tasks. By elevating to 'security_admin,' you temporarily gain the privileges necessary to modify ACLs. This elevation is initiated through the user dropdown menu within the platform itself, ensuring a conscious decision to perform security-sensitive operations.

Option A is incorrect because the 'Delegated Developer' role is for developing applications, not for modifying system security configurations like ACLs. Option C is incorrect because directly adding the 'security_admin' role to your user record is generally discouraged; privilege elevation is the preferred method to avoid persistent and potentially misused security privileges. Option D is incorrect as you must elevate to security_admin. Without elevating you will not be able to make access control changes to the Employee Relations Cases table.

Therefore, before configuring an Access Control for the Employee Relations Cases table when having both 'Admin' and 'HR Admin' roles, you must first elevate your role to 'security_admin' from the User dropdown in the banner to gain the necessary permissions.

Authoritative links for further research:

ServiceNow Docs - Access Control Rules: https://docs.servicenow.com/bundle/utah-platform-security/page/administer/contextual_security/concept/access_control_rules.html
ServiceNow Docs - Elevate to a privileged role: https://docs.servicenow.com/bundle/utah-platform-security/page/administer/roles/task/t_ElevateRole.html

Question: 5

What type of information does the HR Profile contain?

A.Personal employee data
B.Group membership and role information
C.User login and department information
D.A user’s password

Answer: A

Explanation:

The correct answer is A. Personal employee data.

The HR Profile in ServiceNow, specifically within the Human Resources Service Delivery (HRSD) module, serves as a comprehensive record of an employee's personal information. This includes details like name, address, contact information, date of birth, marital status, emergency contacts, and other relevant personal identifiers. The HR Profile is the central repository for managing employee data throughout their lifecycle within the organization. This data is critical for various HR processes, such as onboarding, offboarding,

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benefits administration, and payroll.

While group membership and role information (B) are related to an employee and might influence HR processes, they are typically managed separately within ServiceNow's User Administration or related modules. Similarly, user login information (C) is primarily handled within user account settings and authentication protocols, not the HR Profile itself. A user's password (D) is never stored directly in the HR Profile for security reasons. Password management is handled through secure hashing and authentication mechanisms, not as part of the personal data record. The HR Profile strictly focuses on employee-specific personal information.

Therefore, the HR Profile is fundamentally about capturing and maintaining the personal employee data necessary for core HR functions.

Relevant Links:

ServiceNow HR Service Delivery: https://www.servicenow.com/products/hr-service-delivery.html
ServiceNow Documentation: https://docs.servicenow.com/ (Search for HR Profile or Employee Profile within the HR Service Delivery documentation)

Question: 6

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

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

Answer: C

Explanation:

The correct answer is C: Unlimited.

User Criteria in ServiceNow provides a powerful mechanism for controlling access to knowledge bases (KBs) and individual knowledge articles. Think of it as a sophisticated access control list (ACL) tailored for knowledge management. It allows administrators to define specific conditions based on various user attributes (like roles, groups, departments, locations, or even specific user IDs) that determine whether a user can read, write, or contribute to a knowledge base or article.

Unlike some systems where access control is limited to a small number of rules or groupings, ServiceNow's User Criteria design is highly flexible. This is key to its utility in large, complex organizations with diverse user populations. The ability to apply an unlimited number of User Criteria records to a KB or article means you can create highly granular access policies. For example, you might have one User Criteria record granting access to all employees in the HR department, another granting access to all managers, and yet another specifically granting access to a particular team working on a sensitive project. These can all be applied concurrently to the same KB.

The ServiceNow platform evaluates all applied User Criteria records to determine a user's effective access. If any of the "Can Read" criteria are met, the user can read the article (unless explicitly blocked by other criteria). This provides a comprehensive and adaptable approach to knowledge management access control, allowing organizations to tailor their knowledge sharing policies to precisely match their organizational structure and information sensitivity requirements. This scalability is crucial for enterprises operating in cloud environments, where managing access across a dispersed workforce is paramount.

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Further reading:

ServiceNow Documentation: User Criteria
ServiceNow Community: User Criteria Best Practices

Question: 7

In the base ServiceNow instance, how are User Criteria used?

A.To control which users can access the HR Case application
B.To control what a user sees in the information and suggested reading widgets
C.To control read and write access to Knowledge bases and articles
D.To control which users can access the HR Service Portal

Answer: C

Explanation:

The correct answer is **C. To control read and write access to Knowledge bases and articles.**

User Criteria in ServiceNow is a powerful mechanism primarily used to define conditions that determine who can access specific Knowledge bases and articles. User Criteria records specify conditions based on user attributes (like roles, groups, departments, locations) to grant or deny access to Knowledge content. This ensures that only authorized users can view and interact with specific knowledge articles.

While User Criteria can be leveraged indirectly for other functionalities within ServiceNow, its core purpose is to manage Knowledge access control. Options A and D are not the primary function of User Criteria. HR Cases' access is managed through roles and other access controls within the HR application. Similarly, while the HR Service Portal can present information based on roles, User Criteria doesn't directly control portal access in the base instance. Option B, although related to information visibility, is more accurately tied to other configuration options, such as audiences and content targeting within widgets, rather than direct User Criteria application.Therefore, only option C aligns directly with the documented functionality of User Criteria in the base ServiceNow instance.

For further research and validation, refer to the official ServiceNow documentation on User Criteria:

ServiceNow Docs - User Criteria: https://docs.servicenow.com/en-US/bundle/utopic-knowledge-management/page/product/knowledge-management/concept/c_KnowledgeUserCriteria.html

Question: 8

Which of the following are true for an HR application as it relates to the User [sys_user] Table and the HR Profile [sn_hr_core.profile] Table?

A.Both are required.
B.Only HR Profile table is required in HR.
C.Neither are required.
D.Only the User table is required in HR.

Answer: A

Explanation:

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The correct answer is A: Both the User [sys_user] and HR Profile [sn_hr_core.profile] tables are required for a functional HR application in ServiceNow. The User table is a fundamental component of the ServiceNow platform, responsible for storing core user information, including login credentials, name, email, department, and location. Without a User record, an individual cannot access the ServiceNow instance or be associated with any records within it, including HR profiles.

The HR Profile table, on the other hand, specifically stores HR-related information about an individual, such as employee number, job title, manager, start date, and other attributes relevant to their employment. The HR Profile table extends the User table. It provides the necessary structure to manage employee-specific data within the HR module. A one-to-one relationship generally exists between a user record and an HR profile record.

While the User table provides the foundational identity and authentication, the HR Profile table enriches that identity with specific HR-related data. Together, they provide a comprehensive view of an individual within the organization, enabling efficient HR processes such as onboarding, offboarding, performance management, and benefits administration. Therefore, both are required.

For further research, you can consult the official ServiceNow documentation on the HR Service Delivery application:

ServiceNow HR Service Delivery Documentation: https://docs.servicenow.com/bundle/utopia-employee-service-management/page/product/human-resources/concept/hr-service-delivery.html

Question: 9

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

A.Matching Rules
B.Client Rules
C.ACLs
D.Escalation Rules

Answer: A

Explanation:

The correct answer is A, Matching Rules. In ServiceNow HR Service Delivery, Matching Rules are the primary mechanism for automatically assigning HR Cases to agents based on specific criteria. These rules define conditions, such as the subject person's location, HR service, or topic detail, which, when met by an HR Case, trigger assignment to an agent or group possessing the necessary skills or belonging to the appropriate department. Matching Rules use condition builders and scripts to determine suitability and target the appropriate assignee. This ensures efficient and accurate routing of HR inquiries.

Client Rules, ACLs (Access Control Lists), and Escalation Rules serve different purposes. Client Rules primarily govern client-side behavior and UI interactions. ACLs control data access and security permissions, determining who can read, write, or create records. Escalation Rules manage the prioritization and escalation of tasks or cases based on time elapsed or severity. While ACLs influence visibility and access, and Escalation Rules manage timelines, they don't directly dictate the initial assignment of HR Cases based on case attributes. Matching Rules provide a robust framework tailored explicitly for intelligent case assignment, optimizing the HR service delivery workflow. Leveraging matching rules reduces manual intervention, improves agent efficiency, and ensures HR cases reach the most qualified agent for resolution quickly, leading to improved employee satisfaction. The rules also provide consistency in how cases are assigned.

Further Reading:

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ServiceNow Product Documentation on Matching Rules: https://docs.servicenow.com/ (Search for "Matching Rules" in the ServiceNow documentation portal)
ServiceNow Community Forums: https://community.servicenow.com/ (Search for "Matching Rules HR Service Delivery" for relevant discussions and examples)

Question: 10

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]

Answer: B

Explanation:

The correct answer is B. HR Basic [sn_hr_core.basic]. Here's why:

While roles like HR Admin and HR Manager inherently possess elevated privileges, the minimum role necessary to view confidential HR Profile data is the HR Basic role. The HR Basic role grants fundamental access to HR case and profile information. Without this base role, users would lack the necessary permissions to even see HR profiles, let alone access their confidential data. Roles like HR Admin [sn_hr_core.admin] and HR Manager [sn_hr_core.manager] provide broader access to configure, manage, and process HR information. LE Admin [sn_hr_le.admin] pertains to Legal Entity Administration, not core HR Profile data.

The HR Basic role serves as the foundation for HR access, acting as a prerequisite for more granular roles. While specialized roles might be needed to modify or create HR records, the ability to view is governed by the HR Basic role. This reflects the ServiceNow HR architecture's layered approach to security and access management. The principle of least privilege dictates that only the necessary access should be granted to perform a task, and viewing a confidential HR Profile needs at minimum the HR Basic role. HR administrators configure these roles to adhere to data privacy and compliance requirements.

Further research can be conducted via the official ServiceNow documentation for HR Service Delivery roles:

ServiceNow Docs: HR roles

Question: 11

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

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

Answer: AC

Explanation:

The correct answer is AC: Document Templates and PDF document templates. Let's break down why.

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ServiceNow's HR Service Delivery module provides capabilities for managing various HR processes, including document generation. While ServiceNow can integrate with external tools that handle diverse document formats, the core functionality within ServiceNow HRSD specifically supports two main template types for HR documents.

Firstly, "Document Templates" refers to templates created directly within the ServiceNow platform using the platform's capabilities. These are essentially structured data records that can be populated with employee information to generate documents. These could include things like offer letters, promotion letters, and so on. They rely on data already present within the ServiceNow instance, like employee records and HR case data.

Secondly, "PDF document templates" are also supported within the ServiceNow HRSD framework. This involves uploading pre-designed PDF forms, such as I-9 forms or W-4 forms, into the ServiceNow platform. ServiceNow can then automatically populate these forms with relevant employee data.

Word document templates are not directly created and managed within ServiceNow's core document generation capabilities. While you could potentially integrate with external document generation tools that work with Word documents, it isn't a natively supported option. Similarly, basic text document templates lack the formatting and robust capabilities needed for complex HR documents.

In summary, ServiceNow HRSD primarily uses its own internal "Document Templates" alongside "PDF document templates" to streamline document generation and ensure data consistency. The templates leverage information stored within the ServiceNow platform to automate the creation of HR-related documents.

Here are a few resources that highlight ServiceNow's HRSD capabilities:

ServiceNow HR Service Delivery Documentation: (Search ServiceNow's official documentation for HR Service Delivery; exact URL varies based on ServiceNow version) - This is the most authoritative source for information on document management within ServiceNow HRSD.
ServiceNow Community Forums: (community.servicenow.com) - Explore discussions on HRSD implementations and common use cases.

Question: 12

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.

Answer: AC

Explanation:

The selected answer (A and C) highlights critical security and governance considerations when managing sensitive HR data within a ServiceNow instance after initial implementation.

A. This ensures that HR has control over further HR configurations. Removing HR Admin from the system admin role allows HR to manage its configurations independently, fostering a more agile and responsive HR function. It prevents accidental or unauthorized changes to HR processes by non-HR personnel. This separation of duties aligns with the principle of least privilege, a core cloud security concept emphasizing granting only the minimum necessary access rights to users. This enables the HR department to own and evolve its processes without constantly relying on IT or system administrators.

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C. This ensures that confidential HR data is only accessible to users with an HR role. One of the most important aspects of HR data is its confidentiality. By restricting system admin access after the implementation, organizations strengthen their compliance with data privacy regulations like GDPR and CCPA. The principle of data minimization suggests collecting and retaining only necessary information and limiting access to that data. By restricting access based on the HR role, only authorized users can access employee records, salary information, and other sensitive data.

Option B is incorrect because it contradicts the principle of least privilege and separation of duties. Option D is incorrect because, in a well-managed system, system admin access should not automatically extend to all HR data after implementation. Segregation of duties is essential to prevent a single user from having excessive control. This segregation prevents the potential for abuse of power and helps to ensure that changes are subject to review and approval.

Further Research:

ServiceNow Role Management Documentation: https://docs.servicenow.com/ (Search for role management and HR security)
NIST Cybersecurity Framework: https://www.nist.gov/cyberframework (Relevant to data security and access control)
Cloud Security Alliance (CSA): https://cloudsecurityalliance.org/ (Provides resources on cloud security best practices)

Question: 13

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

Explanation:

The correct answer is D, HRSD - HR Service Delivery, because ServiceNow has rebranded its HR application to reflect its broader capabilities and focus. HRSD encompasses not just traditional HR functions like record-keeping (which is implied in HRMS - HR Management System), but also emphasizes the delivery of services to employees throughout their lifecycle. This aligns with the modern cloud computing paradigm of service-oriented architecture (SOA), where applications are designed as a collection of loosely coupled services that can be accessed and consumed over a network, in this case, the ServiceNow platform. ServiceNow positions HRSD as a platform for transforming the employee experience by providing a unified and seamless way to access HR services, knowledge, and support. The "delivery" aspect stresses providing efficient and effective employee-centric services leveraging cloud computing's scalability and accessibility. HRSD is specifically designed to improve employee engagement, automate HR processes, and provide data-driven insights. Options A and C are simply incorrect acronyms within the ServiceNow ecosystem. Option B, HRSM (HR Service Management), is partially correct in that it acknowledges the service-oriented nature, but ServiceNow specifically uses HRSD as the name of its HR application, highlighting the actual delivery of those services. Therefore, HRSD best captures ServiceNow's approach to modern HR management.

For further research, refer to the official ServiceNow documentation:

ServiceNow HR Service Delivery: https://www.servicenow.com/products/hr-service-delivery.html
ServiceNow Knowledge Base: Search ServiceNow documentation for HRSD related articles within your

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instance or on the ServiceNow website.

These resources from ServiceNow directly confirm the usage and meaning of the HRSD acronym within their platform.

Question: 14

What defines an employee's access to the HR Service Portal / Employee Service Center?

A.Group membership
B.User Criteria
C.HR Criteria
D.Client Roles

Answer: D

Explanation:

The correct answer is D, Client Roles. Here's why:

Client Roles in ServiceNow specifically control access to UI elements and functionalities within service portals, including the HR Service Portal/Employee Service Center. They define what an employee can see and do within the portal.

While User Criteria (Option B) plays a significant role in controlling knowledge base access, catalog item availability, and record producer visibility, its primary focus isn't the overall access to the portal itself. User Criteria can further refine content access within the portal after a user has already gained entry.

Group membership (Option A) is primarily used for task assignment, security incident management, and granting roles that provide broader system-level access, but it doesn't directly control portal access. Group membership might indirectly influence access if a role associated with the group grants access to the portal.

HR Criteria (Option C) in ServiceNow defines the audience for HR cases and knowledge articles. It is used to determine which cases or articles an employee can access based on attributes such as department or location. However, HR Criteria doesn't directly grant or deny initial access to the HR Service Portal.

Client Roles are the mechanism designed to grant access to specific parts of the ServiceNow platform, like the HR Service Portal. By assigning a specific Client Role to a user, that user can access the designated components within the HR Service Portal or Employee Service Center. This allows for segmented content management and access, meaning that certain groups of employees can have different interfaces for different categories.

In short, while group membership, user criteria, and HR criteria can impact what someone sees within the portal, Client Roles define the initial access to the portal itself. Without the appropriate Client Role, an employee won't even be able to access the HR Service Portal, regardless of their group membership, user criteria matches, or HR criteria alignment.https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/roles/concept/c_Roles.htmlhttps://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/concept/hr-service-portal.html

Question: 15

What kind of records do HR Requests create?

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A.HR Incidents
B.HR Files
C.HR Problems
D.HR Cases

Answer: D

Explanation:

The correct answer is D, HR Cases. HR Requests in ServiceNow directly generate HR Cases. This is the core functionality and purpose of HR Requests within the ServiceNow Human Resources Service Delivery (HRSD) module. HR Cases are the primary records used to track, manage, and resolve employee inquiries and requests. When an employee submits an HR Request through the service portal or other channels, ServiceNow automatically creates a corresponding HR Case. This case then becomes the central point for all activities related to that specific request, including tasks, approvals, documentation, and communication.

HR Incidents are typically related to IT service disruptions or failures, and HR Problems are used to investigate and resolve underlying causes of recurring issues. HR Files are generally used for storing and managing documents. While HR Cases may reference files, they don't create them. The main function of an HR Request is to initiate a structured process managed through an HR Case to address an employee need. The creation of HR Cases ensures a consistent and trackable way of handling employee interactions within the ServiceNow HRSD framework. It ensures that the HR department can efficiently manage its workload, track service level agreements (SLAs), and provide a positive employee experience.

Refer to ServiceNow's official documentation on HRSD and HR Case Management for comprehensive details:

ServiceNow HR Service Delivery: https://www.servicenow.com/products/hr-service-delivery.html
ServiceNow Documentation (HR Case Management): Search "ServiceNow HR Case Management" in the ServiceNow documentation portal for in-depth information within your specific ServiceNow version.

Question: 16

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.

Answer: D

Explanation:

The correct answer is **D. They require a plugin to be activated first.**

Here's a detailed justification:

The ServiceNow Guided Setup provides a structured way to configure applications and features. The tasks within the setup are often dependent on specific functionalities within the platform. These functionalities are frequently packaged within plugins.

Plugins in ServiceNow are essentially bundled sets of features, tables, scripts, and other components that extend the platform's base functionality. Before a feature managed by a particular plugin can be accessed or configured, that plugin must be activated. When a plugin is not activated, related Guided Setup tasks are often locked or unavailable. This is because the system lacks the underlying code and data structures

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provided by the plugin that are essential for the task to function correctly. Attempting to complete these tasks without the plugin enabled would result in errors or incomplete configurations. This mechanism ensures that configurations are performed in the right order and prevents errors that can arise from missing dependencies. It also provides a way of keeping the platform lean, and only activate the required features.

Options A, B and C are not correct because:

A. They require an elevated role to access: While some tasks within ServiceNow do require specific roles to access, this is not the primary reason tasks are locked in the Guided Setup. Role-based access control applies independently of whether a plugin is activated or not. Tasks that are locked due to missing plugins will usually provide messaging specifying this condition.
B. They are deprecated tasks that should not be completed: Deprecated tasks are usually clearly marked as such and often hidden or removed. They are generally not simply locked.
C. They require other tasks to be completed first: Task dependencies exist within Guided Setup. However, when a task is locked due to a dependency, the system usually indicates which prerequisite tasks must be completed first, with different visual cues. Locking solely due to a task dependency is distinct from plugin dependency.

In summary, a locked Guided Setup task typically indicates that a required plugin hasn't been activated, thus preventing the configuration or feature from functioning correctly. You need to navigate to the Plugins module and activate the appropriate plugin to unlock the task.

Supporting resources:

ServiceNow Docs: Plugins
ServiceNow Docs: Activate a plugin

Question: 17

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

Answer: BDEG

Explanation:

The correct answer identifies application scopes within ServiceNow's Human Resources module. Let's break down why BDEG are correct and the others are not.

B. Human Resources: Core: This application scope represents the foundational HR functionalities within ServiceNow. It's the core upon which other HR applications build, handling employee data, HR profiles, and basic HR processes.

D. Human Resources: Integrations: This scope focuses on connecting the HR module with other systems, both within and outside the ServiceNow platform. Integrations are crucial for data synchronization, workflow automation, and ensuring a seamless employee experience. For example, integrating with payroll or benefits administration systems.

E. Human Resources: Lifecycle Events: This scope deals with automating HR processes related to significant events in an employee's career, such as onboarding, offboarding, promotions, transfers, and leaves of absence. Lifecycle events ensure consistent and compliant handling of these critical transitions.

G. Human Resources: Service Portal: Though the main service portal application exists, this specific scope helps tailor and configure HR-related content and self-service capabilities within the ServiceNow Service Portal. It provides a user-friendly interface for employees to access HR information, submit requests, and resolve issues.

The other options are incorrect because:

A. Human Resources: COE (Center of Excellence): While HR organizations might have COEs, there isn't a specific pre-defined ServiceNow application scope by this name.
C. Human Resources: Knowledge: While knowledge management is a core ServiceNow capability, the HR module might leverage it, but does not itself have an application scope called "Knowledge". The Knowledge Management application is a separate scope.
F. Human Resources: Global: Similar to COE, "Global" is a descriptor of functionality that could apply to any scope (e.g., global configurations) but isn't a dedicated application scope itself.

In summary, B, D, E, and G represent dedicated application scopes within the ServiceNow HR module designed to handle fundamental HR tasks, integrations, lifecycle events, and employee self-service via the service portal. These contribute to a comprehensive HR service delivery model leveraging the ServiceNow platform.

Further Research:

ServiceNow Documentation: https://docs.servicenow.com/ (Search within the ServiceNow documentation for "HR Service Delivery," "Application Scopes," and the specific scopes mentioned above)

Question: 18

How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

A.All employees will see the same information
B.Client roles automatically limit what is visible to employees
C.Using User Criteria
D.Using HR Criteria

Answer: D

Explanation:

The correct answer is D, using HR Criteria. HR Criteria within ServiceNow's HR Service Delivery application provides granular control over content visibility on the Employee Service Center. This functionality allows HR administrators and content writers to target specific employee segments with tailored information.

Here's why HR Criteria is the best choice:

Targeted Content Delivery: HR Criteria leverages employee profile data (e.g., department, location, job role) to define who can access specific knowledge articles, catalog items, and other content. This ensures that employees see only relevant and personalized information.
Segmentation: HR Criteria empowers administrators to segment their employee population based on various attributes. For example, content related to benefits enrollment might be targeted specifically to employees who are eligible for those benefits based on their hire date or employment status.

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Role-Based Visibility (Indirectly): While client roles primarily govern application access, HR Criteria can indirectly use user roles defined in employee profiles to further refine content visibility.
Dynamic Visibility: HR Criteria evaluations are dynamic. If an employee's profile changes (e.g., they change departments), the content visible to them will automatically update based on the defined criteria.
Flexibility: HR Criteria offers greater flexibility than relying solely on client roles (which govern application feature access, not content within the ESC) or assuming all employees should see the same information.

Options A and B are incorrect. Option A negates the purpose of a personalized employee service center, while Option B is related to system security and roles, not content filtering within HRSD. Option C, using User Criteria, is also possible, but HR Criteria is more suitable and effective for content visibility within the HR Service Delivery application.

Therefore, HR Criteria is the preferred and most effective mechanism for controlling content visibility on the Employee Service Center, allowing for a personalized and relevant employee experience.

Authoritative Links:

ServiceNow Docs - HR Criteria: https://docs.servicenow.com/en-US/bundle/quebec-hr-service-delivery/page/product/human-resources/concept/hr-criteria.html
ServiceNow Community Forums - HR Criteria: (Search on ServiceNow Community)

Question: 19

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

A.the activity must be manually closed by the HR professional
B.the Lifecycle Event will be canceled
C.the activity must be manually closed by the Subject person
D.the activity will be skipped

Answer: D

Explanation:

The correct answer is D: the activity will be skipped.

Here's a detailed justification:

The Audience field within a Lifecycle Event Activity in ServiceNow's HR Service Delivery module serves as a conditional filter. It defines specific criteria that a subject person (the employee targeted by the lifecycle event) must meet in order for the activity to be relevant and assigned to them. The system uses this Audience field to evaluate whether the activity should be presented to the subject person based on factors such as their department, location, role, or other relevant attributes stored within their user profile or HR profile.

If the subject person does not meet the criteria defined in the Audience field, the system intelligently skips the activity. This is a core feature of lifecycle events, ensuring that employees only receive tasks and information pertinent to their individual circumstances. Skipping the activity prevents unnecessary notifications, cluttering the subject person's task list, and potential confusion from irrelevant activities. The lifecycle event continues processing with other activities where the audience criteria are met.

The system's behavior is designed to automate the process of tailoring HR workflows to individual employees. Manually closing an activity (options A and C) would defeat the purpose of automation. Canceling the entire lifecycle event (option B) would be too drastic a measure and disrupt the broader HR process. The whole point of defining an Audience is to handle these conditional scenarios gracefully by skipping irrelevant activities.

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This functionality promotes efficiency and accuracy within HR service delivery by ensuring targeted and relevant experiences for employees. It reduces manual intervention, minimizes errors, and improves the overall employee experience by avoiding unnecessary work.

Supporting information can be found in the ServiceNow documentation and training materials related to Lifecycle Events and HR Service Delivery. Look for sections explaining audience management and activity configuration. Specifically, reviewing "Lifecycle Event Administration" and "Activity Designer" resources within the ServiceNow documentation will corroborate this behavior. (Although I cannot provide specific URLs as they change, searching these phrases within the ServiceNow documentation portal should yield useful results.)

Question: 20

The ServiceNow SIM methodology is based around what generic methodologies?

A.Waterfall and Rapid Application Development (RAD)
B.Agile and Waterfall
C.Prince
D.Scrum and XP

Answer: B

Explanation:

The correct answer is B. Agile and Waterfall. Here's a detailed justification:

ServiceNow's SIM (ServiceNow Implementation Methodology) is a hybrid approach that leverages the strengths of both Agile and Waterfall methodologies. Waterfall provides a structured, sequential approach, valuable for initial planning, requirements gathering, and overall project scope definition in complex ServiceNow implementations. This upfront planning is crucial for establishing a solid foundation. However, Waterfall alone is too rigid for the dynamic nature of ServiceNow projects.

Agile methodologies, with their iterative and incremental approach, are essential for adapting to changing business needs and user feedback during the implementation process. Sprints, daily stand-ups, and frequent demos allow for flexibility and continuous improvement. ServiceNow implementations often involve evolving requirements and the need to quickly deliver value through working features.

A purely Waterfall approach would struggle with the iterative nature of configuring and customizing a ServiceNow instance, as well as the inevitable change requests that arise during user testing. Conversely, a purely Agile approach could lack the initial structure necessary for a complex, enterprise-wide ServiceNow rollout.

SIM combines the upfront planning of Waterfall with the iterative development and feedback loops of Agile. This hybrid approach allows for a balance between structure and flexibility, ensuring a successful ServiceNow implementation that meets both business requirements and user needs. The initial phases of SIM often involve Waterfall-like activities (requirements gathering, design), while subsequent phases utilize Agile principles (sprints, testing, refinement).

Therefore, ServiceNow SIM leverages the robust planning and structure of Waterfall for initial phases and integrates the adaptability and rapid iteration of Agile methodologies for development and implementation.

Authoritative Links for Further Research:

ServiceNow Official Documentation: While specific SIM details are often found in partner training, the

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general principles are reflected in ServiceNow's approach to project delivery. Search ServiceNow documentation for "Implementation Best Practices" and "Agile Development."
General Agile and Waterfall Definitions: Refer to the Project Management Institute (PMI) or other project management bodies for detailed explanations of Agile and Waterfall methodologies. Websites like Atlassian and Scrum.org offer detailed resources on Agile frameworks.

Question: 21

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

Answer: D

Explanation:

The correct answer is **D. Record Producer**. Here's a detailed justification:

To make an HR Service available and accessible to employees through the Employee Service Center in ServiceNow, a **Record Producer** is crucial. Record Producers act as the gateway, presenting a user-friendly interface for employees to initiate HR requests or tasks. They translate user input into specific records within the ServiceNow platform, automating the creation of tasks or cases needed for fulfillment.

Without a Record Producer, the HR Service won't have a clearly defined mechanism for employees to interact with it via the Employee Service Center. Employees wouldn't have a standardized, guided way to submit requests, potentially leading to inconsistent or incomplete information.

Checklists (A) are used to define a series of tasks within an HR case, Fulfiller Instructions (B) provide guidance to HR agents processing the request, and Lifecycle Event type (C) categorizes the HR Service based on the employee lifecycle (e.g., onboarding, offboarding). While these options play important roles in the HR Service lifecycle, they do not directly enable accessibility and initiation of the service by employees on the Employee Service Center. The Record Producer is specifically designed to facilitate this employee interaction and the automated generation of the proper task.In conclusion, the Record Producer is the critical component that makes an HR Service readily available and usable for employees through the self-service capabilities of the Employee Service Center.

For further research, consult the official ServiceNow documentation on Record Producers and the Employee Service Center:

ServiceNow Docs - Record Producers: https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/service-catalog-management/concept/c_RecordProducer.html
ServiceNow Docs - Employee Service Center: https://docs.servicenow.com/bundle/quebec-employee-service-management/page/product/employee-service-center/concept/employee-service-center.html

Question: 22

HR Profiles may be created for multiple employees using conditions and criteria in which module?

A.Create Human Resources Profile

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B.Create new Case
C.Generate HR Profiles
D.Bulk Cases

Answer: C

Explanation:

The correct answer is **C. Generate HR Profiles**.

The ServiceNow module specifically designed to create HR profiles for multiple employees simultaneously based on defined conditions and criteria is the "Generate HR Profiles" module. This module enables HR administrators to automate the process of HR profile creation by setting up rules and filters. It utilizes conditions (e.g., department, location, job title) to identify employees meeting the specified criteria. When the generation process is initiated, HR profiles are automatically created for all employees matching the set conditions. This feature is particularly useful during large-scale employee onboarding or when updating HR profiles across the organization.

Options A, B, and D are not the correct answers. "Create Human Resources Profile" is used to create a single HR profile, not multiple. "Create new Case" is part of the HR Case Management application and relates to opening HR requests or issues. "Bulk Cases" is related to creating multiple cases, but it does not pertain to generating HR profiles.

The "Generate HR Profiles" module is an automated way to improve the efficency of HR operations in ServiceNow, enabling quick and easy population of employee HR data.

Supporting resources:

ServiceNow HR Service Delivery documentation (search for "Generate HR Profiles" within ServiceNow documentation): https://docs.servicenow.com/

Question: 23

User authentication and Instance restriction are examples of what type of security?

A.Physical Security
B.Roles and Groups
C.Contextual Security
D.Platform Access

Answer: D

Explanation:

The correct answer is **D. Platform Access**. Here's a detailed justification:

User authentication and instance restriction are foundational elements controlling who can access the ServiceNow platform and what they can access. This directly relates to **Platform Access security**. Authentication verifies the identity of the user (e.g., via username/password, multi-factor authentication), while instance restrictions control which instances (e.g., production, development, test) a user can connect to. These mechanisms gate entry into the platform itself and limit the scope of a user's potential activities within ServiceNow.

Physical Security relates to securing the physical hardware and data centers where ServiceNow's infrastructure resides, which is primarily ServiceNow's responsibility as a SaaS provider, not the specific

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implementation of security controls within a customer instance.

Roles and Groups dictate what actions a user can perform within the platform, after they have been authenticated and granted access. They concern authorization, not the initial access grant. While related to security, roles and groups fall under the realm of access control within the platform, not the initial barrier to entry.

Contextual Security (or Attribute-Based Access Control - ABAC) involves making access decisions based on the context of the request (e.g., time of day, location, device type). While ServiceNow supports contextual security, user authentication and instance restriction are more fundamental and foundational elements of simply granting or denying access to the platform itself before contextual attributes are even evaluated.

Platform Access is the broader category that encompasses the initial security layer regulating access to the ServiceNow environment. Authentication and restriction settings are the gatekeepers that determine whether a user can even begin interacting with the system and its data.

Therefore, user authentication and instance restriction are primary mechanisms of Platform Access security, as they directly address who is allowed to access the ServiceNow platform.

For more information:

ServiceNow Documentation - Access Control: https://docs.servicenow.com/bundle/utopia-platform-security/page/administer/security/concept/access-control.html
ServiceNow Documentation - Security Best Practices: https://docs.servicenow.com/bundle/utopia-platform-security/page/administer/security/concept/security-best-practices.html

Question: 24

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case.
In this situation, who is able to generate an HR document for the Case?

A.Any HR professional

B.Only an HR Admin

C.Only an HR Manager

D.Only the assigned to person

Answer: D

Explanation:

The correct answer is D: Only the assigned to person.

Here's the justification:

When an HR Service lacks specific Case options, the generation of HR Documents becomes a manual process. This manual intervention necessitates a clear assignment of responsibility to ensure accountability and proper execution. While various HR roles exist, the most logical and efficient approach is to delegate this task to the individual directly assigned to the HR Case.

The rationale stems from several considerations:

1. **Contextual Awareness:** The assigned individual is best positioned to understand the intricacies of the specific HR Case. They have firsthand knowledge of the relevant details, discussions, and requirements.

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2. **Accountability and Ownership:** Assigning document generation to the assigned person fosters ownership and ensures that the task is completed diligently and accurately.
3. **Reduced Communication Overhead:** Relying on the assigned person minimizes the need for information transfer and clarification among different roles, streamlining the process.
4. **Security and Compliance:** Assigning document generation to the assigned person helps to enforce access control and reduces the risk of security breaches.

While other HR roles may possess the necessary skills to create HR Documents, their involvement in this manual scenario introduces additional steps and potential for errors. An HR Admin, while typically having broad administrative access, may not be directly involved in the case details. Similarly, HR Managers usually oversee overall HR operations but don't handle the manual intricacies of every case. A generic HR Professional lacks the direct case association necessary for efficient and accurate manual document creation.

Therefore, restricting this responsibility to the individual assigned to the HR Case ensures efficiency, accuracy, and accountability in generating HR Documents when automated options are unavailable.

Please note that official ServiceNow documentation primarily addresses configurations where HR Services do have case options. The scenario presented here focuses on the exceptional case where manual intervention is necessary.

Question: 25

When does the HR Template populate information on the HR Case form?

A.When the Opened for person is selected
B.When the Assignment group is selected.
C.When the HR Case Type is selected.
D.When the HR service is selected on the HR Case Creation form.

Answer: D

Explanation:

The correct answer is **D. When the HR service is selected on the HR Case Creation form.** Here's a detailed justification:

HR Templates in ServiceNow are designed to streamline HR case creation by pre-populating specific fields based on the HR Service selected. The relationship between an HR Service and an HR Template is direct and foundational to the HR Service Delivery module's automation capabilities.

When an HR service is chosen on the HR Case Creation form, the system is triggered to look for associated HR Templates. If a template is linked to that particular HR service, it will automatically populate the form with pre-defined values for fields such as assignment group, priority, description, short description, activity sets, and other relevant data. This significantly reduces manual data entry and ensures consistency across similar HR cases.

Option A is incorrect because the "Opened for" user might trigger other client scripts or business rules, but it doesn't directly trigger the HR Template population based solely on user selection. The HR Template is service-dependent. Option B is incorrect because while the assignment group can be populated via the HR template, the trigger is not selecting the assignment group itself, but rather the HR Service that determines which group should be assigned.

Option C, while somewhat related, is less precise. HR Case Type is broader categorization, while the HR

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Service is the granular offering that dictates the template. A single HR Case Type can have multiple HR Services. The HR Service represents the specific task or request the employee needs (e.g., "Request Leave of Absence"), which then connects to the appropriate template for that specific service.

The HR Service acts as the key that unlocks the correct HR Template. This linkage ensures that the correct process, assignment group, and instructions are readily available upon case creation, improving efficiency and accuracy. The selection of the HR Service is the definitive trigger for the associated HR Template to populate the HR Case form.

For further research, you can refer to the official ServiceNow documentation on HR Service Management, HR Templates, and HR Case Management. The ServiceNow Product Documentation website is the most authoritative source. Look for topics such as "Create an HR service," "HR templates," and "HR case management workflow." Although behind a paywall, the ServiceNow documentation provides a comprehensive understanding of the platform's functionalities and configurations.

Question: 26

The HR Profile table is used to track information for what Employment types? (Choose three.)

A.Other
B.Potential Employee
C.Full Time Employee
D.Temporary Employee
E.Spouse
F.Contractor

Answer: CDF

Explanation:

The correct answer identifies the types of employment tracked within the HR Profile table in ServiceNow's Human Resources application. The HR Profile table primarily serves to manage data related to individuals associated with the company, including those directly employed in various capacities.

Option C, "Full Time Employee," is correct because the HR Profile is undeniably used to store comprehensive information about full-time employees, forming a core component of employee data management.

Option D, "Temporary Employee," is also correct. Temporary employees, despite their limited duration of employment, require HR management, including tracking their personal details, job roles, and employment periods. The HR Profile manages this data.

Option F, "Contractor," is correct as well. Contractors, although not traditional employees, often require similar data management within the HR system. Their profiles are useful for tracking their engagement details, contract terms, and skills. The HR profile helps in ensuring compliance and effective resource management.

Options A, "Other," B, "Potential Employee," and E, "Spouse" are not primary uses of the HR Profile table. "Other" is too vague. "Potential Employee" data is usually stored within the Recruiting application rather than the HR Profile. "Spouse" information might be relevant in specific benefits or contact scenarios, but is not the primary focus of the HR Profile table itself; often, this data is stored in related tables and linked to the employee record.

In essence, the HR Profile table focuses on actively managed workforce elements which can be broadly classified as Full Time Employee, Temporary Employee and Contractor.

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Authoritative links for further research include:

1. ServiceNow official documentation on HR Service Delivery: https://docs.servicenow.com/ (Search for "HR Profile table" within the ServiceNow documentation).
2. ServiceNow Community forums: https://community.servicenow.com/ (Search for discussions related to HR Profile usage).

Question: 27

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.

Answer: A

Explanation:

The correct answer is A. Here's why:

When the Human Resources Service Delivery (HRSD) application is installed, particularly within a scoped application environment in ServiceNow, the system ensures that the System Administrator maintains fundamental access to HR functionalities. This initial access is often granted via the automatic assignment of necessary HR roles to the 'Admin' role during the plugin installation process.

ServiceNow's role-based access control (RBAC) is central to this behavior. The platform preconfigures the HR roles needed to manage the application and then associates these roles with the 'Admin' role. This design ensures that the System Administrator can configure and troubleshoot the HRSD application immediately after installation.

While manually granting roles (options B and D) is possible, it's not the initial reason a System Administrator has access. The automatic role assignment during plugin installation is the standard mechanism.

Option C isn't entirely accurate. While the Admin role inherently provides broad access, it's the specific HR roles automatically assigned to the Admin role during plugin installation that grants immediate access to HR tables and data within the scoped HRSD application. Without those roles, even the Admin role wouldn't have the appropriate permissions within the application's scope.

The scoping mechanism isolates the HRSD application, but the initial role assignment ensures the System Administrator can set up and manage the application within its scope. If the roles were not provided with the Admin role, the admin would be unable to access the HR module because it is protected under a custom scope.

For authoritative resources:

ServiceNow Docs - Scoped Applications:
https://developer.servicenow.com/devportal/$glide.document.guide.get_pdf.do?name=tg-scoped-applications
ServiceNow Docs - Roles: https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/roles/concept/c_Roles.html

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Question: 28

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.

Answer: C

Explanation:

The error message "Read operation from the HR scope to the Global scope being denied" indicates a cross-scope access restriction in ServiceNow. Because the Script Includes reside in the HR application scope and attempt to access resources (most likely data) in the Global scope (where ITSM functionalities often reside), ServiceNow's security features prevent this by default to protect the integrity and security of each application's data.

The Application Restricted Caller Access (RCA) list controls these cross-scope interactions. When an application in one scope (the caller) attempts to access resources (like tables or script includes) in another scope (the target), ServiceNow checks the RCA list for a record that matches the caller, target, and operation being attempted.

Option A is incorrect because setting the Status to "Denied" would only reinforce the existing restriction, further preventing the script includes from functioning. Option B is incorrect because the RCA list is the primary mechanism to manage cross-scope access. Creating custom ACLs to bypass scope protection is rarely recommended and usually not necessary when the RCA list can be properly configured. Option D is incorrect because changing the Scope for the script includes would likely break HR application's intended functionality and is not the appropriate solution for cross-scope communication.

The correct answer is C: setting the Status of the associated record on the Application Restricted Caller Access list to "Allowed". This explicitly grants the HR application's Script Includes permission to read data in the Global scope. By setting the Status to "Allowed", ServiceNow will permit the authorized cross-scope access, allowing the HR application's Script Includes to successfully interact with the ITSM functionalities in the Global scope. This ensures that the HR application can leverage existing ITSM capabilities as needed, enabling seamless integration between HR and IT services.

Further research:

ServiceNow product documentation on Scoped Applications and Cross-Scope Access:
https://developer.servicenow.com/devportal/$glide.home.do
ServiceNow documentation on Restricted Caller Access (RCA): https://docs.servicenow.com/bundle/utah-platform-security/page/administer/security/concept/application-restricted-caller-access.html

Question: 29

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category? (Choose three.)

A.Properties

B.Gauges

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C.Dashboards
D.Lists
E.Overviews
F.Forms

Answer: ADF

Explanation:

The correct answer is A, D, and F: Properties, Lists, and Forms.

In ServiceNow's HR Guided Setup, the Configuration View within a specific category allows administrators to customize and configure various elements to tailor the HR functionality to the organization's needs. Let's examine why each selected option is correct:

A. Properties: Category Properties define the overall behavior and characteristics of the HR category. These properties may include settings related to notifications, security, and other category-specific configurations. This level of configuration ensures that processes align with organizational policies.

D. Lists: The List view allows administrators to configure the lists associated with the category. These lists typically display records related to the HR area. The configuration of lists includes column selection, filtering, and sorting, thereby optimizing how HR staff view and manage data.

F. Forms: Configuration of Forms is a crucial element for defining the structure and layout of forms used within the selected HR Category. This configuration includes defining fields, setting field attributes, and arranging fields on the form. Forms configure data input interfaces, ensuring that the required information is captured in a structured and intuitive way.

Options B, C, and E (Gauges, Dashboards, and Overviews) are not part of the configuration view within the specific category of the HR Guided Setup. Gauges and Dashboards are related to reporting and visualization, which exist independently. Overviews are more closely associated with the landing pages and are not specific to the configuration of a given category. The HR Guided Setup focuses primarily on configuring data presentation and the underlying setup.

Supporting Documentation:

While ServiceNow documentation is typically behind a paywall/login, searching the ServiceNow documentation site for "HR Guided Setup" will provide you with official resources. Look for sections that discuss Configuration Views and Category settings.

Question: 30

What method needs to be invoked from MatchingRuleProcessor class?

A.processAndGetCandidates
B.processAndGetUsers
C.processAndGelList
D.processAndGetArray

Answer: A

Explanation:

The correct answer is **A. processAndGetCandidates**.

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Here's a detailed justification:

The MatchingRuleProcessor class in ServiceNow, specifically within the context of Human Resources Service Delivery (HRSD) implementation, is designed to identify suitable candidates based on defined matching rules. These rules specify the criteria used to determine the best match between a request (e.g., an HR case) and a resource (e.g., an HR agent or a knowledge article). The primary function of this class is to process these rules and retrieve a ranked list of potential candidates.

The processAndGetCandidates method is the method specifically designed to execute this rule processing and return the candidates identified as the best matches. It analyzes the provided matching rules, evaluates them against available resources (like users, knowledge articles, etc.) and returns a list of candidate records that satisfy the criteria, often ordered by a relevance score.

While other methods might be available within the MatchingRuleProcessor class, they would serve different functionalities. For instance, processAndGetUsers might only search for user candidates, rather than broader candidates such as knowledge articles. processAndGetList or processAndGetArray aren't specific methods found within this class used for candidate selection based on rules. The aim is to obtain candidates that have matched the criteria in matching rule. This is done with help of processAndGetCandidates method.

In the HRSD context, this is pivotal because it automates the process of assigning cases to the appropriate HR agent, suggesting relevant knowledge articles to employees, and facilitating efficient resolution of HR inquiries. Without processAndGetCandidates method there would be no candidate selection based on matching rule applied to HRSD module.

In summary, processAndGetCandidates is the core method for candidate retrieval within the MatchingRuleProcessor class, making it the most accurate answer.

Question: 31

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.

Answer: C

Explanation:

The correct answer is C: HR Service. Here's why:

HR Services are the core building blocks for delivering HR capabilities within ServiceNow. If an HR Service is solely for internal HR use, the minimum required configuration is the HR Service itself. This is because the HR Service defines the purpose and processes involved.

HR Templates are used to pre-populate fields on HR cases, providing efficiency, consistency, and standardization. While they can be beneficial, they're not essential for the core functionality of an HR Service used internally. HR can manually enter the required information without a template.

Record Producers are used to create records (like HR Cases) from the Service Portal or other interfaces. Since the HR Service is used internally, HR professionals will likely be creating cases directly from the platform, not via a self-service portal. Thus, a Record Producer is unnecessary.

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Lifecycle Event Types are used to manage and track events that occur during the employee lifecycle (e.g., onboarding, promotion, termination). These add structured task management. While useful, they aren't mandatory for the basic functionality of an internal HR Service. An HR service can exist independently of Lifecycle Events.

Therefore, the absolute bare minimum required for an HR Service to function, even internally, is the HR Service configuration itself. The other options add layers of functionality and features that, while beneficial in many cases, aren't fundamentally required for a basic internal HR Service.

Further research on ServiceNow HRSD concepts:

ServiceNow Docs - HR Services: https://docs.servicenow.com/bundle/sandiego-hr-service-delivery/page/product/human-resources/concept/hr-services.html
ServiceNow Community: Search for "HR Service definition" to find community discussions on this topic.

Question: 32

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

A.Contextual Search configuration
B.HR Service configuration
C.HR Criteria configuration
D.Knowledge Management configuration

Answer: A

Explanation:

The correct answer is A, Contextual Search configuration. Contextual Search in ServiceNow intelligently determines which knowledge bases to search and display results from within an HR case. This decision is based on the context of the HR case, such as the subject person, the HR service being used, and other related information. The Contextual Search configuration allows administrators to define which knowledge bases are relevant for specific scenarios.

Specifically, administrators define search contexts that link HR services (and potentially other criteria) to specific knowledge bases. When an HR agent is working on a case, the system uses the active Contextual Search configuration to dynamically filter and prioritize knowledge articles. This prevents irrelevant articles from cluttering the search results and ensures agents can quickly access the information they need to resolve issues.

HR Service configuration (B) primarily defines the settings for each HR service, like workflows, approvals, and SLAs, but doesn't directly dictate knowledge base search. HR Criteria configuration (C) is used to define eligibility rules for HR services or other features, but isn't related to search. Knowledge Management configuration (D) covers general settings for the Knowledge Management module but isn't context-aware like Contextual Search. While the Knowledge Management configuration influences the knowledge base structure and search indexing, it doesn't tailor the search based on the specifics of the HR case, which Contextual Search does. Therefore, Contextual Search plays the crucial role in dynamically selecting the knowledge bases to search within HR cases.

For further reading, refer to the ServiceNow documentation on Contextual Search:

ServiceNow Contextual Search

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Question: 33

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 Detail, COE.

B.HR Service, Topic Category, Activity Category, Activities, COE.

C.HR Service, Topic Category, COE.

D.HR Service, Topic Detail, Topic Category, COE.

Answer: D

Explanation:

The correct answer is D: HR Service, Topic Detail, Topic Category, COE. This reflects the recommended bottom-up approach for defining HR Services in ServiceNow.

Let's break down why this order is logical. We start with the most specific element, the **Topic Detail**, which encapsulates the granular task or information a user needs (e.g., "Change Direct Deposit Information"). This granular detail is then grouped under a broader **Topic Category** (e.g., "Payroll"). Many topic details related to payroll may be categorized under the single topic category of payroll. These Topic Categories are themselves consolidated under an **HR Service** (e.g., "HR Employee Services"). Finally, HR Services are often aligned with **COEs (Centers of Excellence)**, which represent specialized HR functions responsible for specific service areas (e.g., "Payroll COE").

Starting with "HR Service" (as in option A, B, and C) and working down makes it harder to accurately categorize and manage services, since there's no specific way to capture details related to it.

Option B contains the term "Activity Category" and "Activities," which are related to defining workflow activities, which doesn't really provide a high-level organization scheme. It is more of a task execution activity.

Options A and C lacks the ability to capture granular details since it omits topic detail.

Therefore, answer D provides the best hierarchical structure for the service definition.

Further research:

ServiceNow HR Service Delivery Documentation: https://docs.servicenow.com/ (search for "HR Service Delivery")

Question: 34

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

A.read and contribute articles

B.read articles, but not contribute

C.can neither read nor contribute articles

D.contribute, but not read articles

Answer: B

Explanation:

Here's a detailed justification for why the answer "B. read articles, but not contribute" is correct in the context of ServiceNow's Knowledge Management system when no user criteria is defined for a knowledge base or its

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articles.

In ServiceNow, user criteria act as filters, defining who can access and interact with knowledge bases and articles. If no user criteria are defined (neither "Can Read" nor "Can Contribute"), the system defaults to a state where all users can read the content. This is because the absence of restrictions is interpreted as a global read permission. However, to contribute or create new articles, users typically need specific roles or explicitly defined "Can Contribute" user criteria.

Without any roles assigned or specific user criteria allowing contribution, a user lacking roles will lack the elevated permissions required to create, edit, or contribute to knowledge articles. The system's security model prioritizes controlled contributions to maintain the quality and accuracy of the knowledge base. Therefore, lacking any positive authorization (roles or "Can Contribute" criteria), the user cannot contribute.

The underlying principle is "deny by default." Without explicit permission to contribute, access is denied. Reading, however, is implicitly allowed when no restrictions are present. Therefore, with no user criteria defined, all users, even those without roles, can read the content.

In essence, ServiceNow treats the absence of restrictions on reading as an implicit permission to read for all users. Contribution, however, always requires explicit authorization, preventing unauthorized modification or addition of knowledge content. This behavior ensures that the knowledge base maintains its integrity and accuracy.

Further research can be conducted on the official ServiceNow documentation pages about Knowledge Management, User Criteria, and Role-Based Access Control. Specifically, refer to sections on defining access to knowledge bases and articles.

Question: 35

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

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

Answer: A

Explanation:

The correct answer is A because the HR Service record is the central configuration point linking the request initiated by the employee to the appropriate HR Template. Here's a detailed justification:

HR Services in ServiceNow act as a bridge between employee requests (often initiated via catalog items or record producers) and the specific backend processing required to fulfill that request. The HR Service record holds crucial information, including which HR Template should be used to create the HR Case.

An HR Template pre-populates fields on an HR Case with relevant information, ensuring consistency and efficiency in case handling. This template is directly referenced within the HR Service definition. When an employee submits a request that triggers a particular HR Service, the system looks at the 'HR Template' field on that HR Service record to determine which template to apply to the newly created HR Case.

Option B is incorrect because while a record producer might be associated with creating an HR case, it's the HR Service that ultimately dictates which HR Template is used. The record producer primarily captures initial information from the employee.

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Option C is partially true in the sense that different COEs will use different HR Services, and thus, different HR Templates. However, the direct link is not COE -> Template, but rather COE -> HR Service -> HR Template.

Option D is incorrect because catalog items, like record producers, are primarily used for request initiation. The HR Service record is the definitive source for the HR Template selection.

In essence, the HR Service record acts as the control center for case creation and routing, ensuring the correct HR Template is applied based on the specific type of request. This controlled application of templates streamlines HR case management and ensures consistent data entry and processing.

For further reading on HR Services and HR Templates, refer to the official ServiceNow documentation:

ServiceNow HR Service Management Documentation: https://docs.servicenow.com/bundle/utopia-employee-service-management/page/product/human-resources/concept/hr-service-management-overview.html
ServiceNow HR Templates Documentation: (Search within ServiceNow documentation portal using keywords "HR Templates ServiceNow")

Question: 36

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

A.The HR Profile stores the employee's assigned delegates.
B.The HR Profile includes group membership information.
C.The HR Profile includes employee organizational information like Colleagues.
D.The HR Profile stores login credential information.
E.The HR Profile may include employee marital status.
F.The HR Profile is intended to store confidential employee data that is pertinent for HR.

Answer: CEF

Explanation:

The correct answer, CEF, highlights the key distinctions between HR Profile and User records within ServiceNow's Human Resources Service Delivery (HRSD) module.

C. The HR Profile includes employee organizational information like Colleagues: This is a core differentiator. The HR Profile maintains data specifically related to an employee's place within the organization's structure, including who their colleagues are. This information is often leveraged for workflows related to HR services, such as onboarding, offboarding, and employee relations. The User record, on the other hand, focuses on the individual's access to the ServiceNow platform and its applications. It doesn't inherently store detailed organizational relationships outside of a simple department or manager.

E. The HR Profile may include employee marital status: Sensitive information such as marital status, dependents, and other personal details related to HR benefits and compliance are stored within the HR Profile. This type of data is not generally found in the User record because the User record's primary function is authentication and authorization within the system, and it does not need to store personal HR information.

F. The HR Profile is intended to store confidential employee data that is pertinent for HR: This is crucial. The HR Profile is specifically designed to hold sensitive employee data necessary for HR processes. This data includes information critical for payroll, benefits administration, compliance reporting, and employee relations. The User record is not designed to store such sensitive HR-related data. It focuses on authentication, authorization, and basic user information relevant to accessing the ServiceNow platform, like name, email, and department. HR data is managed distinctly for security and compliance reasons.The security

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controls and access permissions are usually more stringent on HR Profile data compared to generic user data.

Options A, B, and D are incorrect:

A. The HR Profile stores the employee's assigned delegates: While delegation can be associated with employees, it is not solely a property of the HR Profile. User delegation, for example, is managed in user preferences.
B. The HR Profile includes group membership information: Group membership information is primarily maintained within the User record and managed through roles and groups within the ServiceNow platform's security model. HR Profiles may indirectly leverage groups for access control within HR applications, but the group membership itself resides with the User record.
D. The HR Profile stores login credential information: Login credentials are exclusively stored within the User record and managed by the ServiceNow platform's authentication mechanisms. The HR Profile does not handle authentication-related information.

Authoritative Links:

ServiceNow HR Service Delivery Documentation: https://docs.servicenow.com/ (Search for "HR Profile" and "User record" within the HRSD documentation.)
ServiceNow Community Forums: https://community.servicenow.com/ (Search for discussions on HR Profile vs. User record distinctions.)

Question: 37

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.Low
C.Major
D.Nominal

Answer: A

Explanation:

The provided answer, **A. Drastic**, is the most appropriate characterization of the configuration complexity in this scenario. Here's why:

The factors listed — a huge employee population, complex organizational structures, custom integrations, and language translations — collectively point to a highly intricate and demanding ServiceNow HR implementation. A large employee population necessitates careful consideration of data loading strategies, performance optimization, and scaling considerations. Complex organizational structures require advanced configuration of organizational charts, reporting hierarchies, and potentially custom roles and permissions. Custom integrations with other systems (e.g., payroll, benefits, time tracking) demand significant development effort and robust testing to ensure data integrity and seamless workflows. Language translations introduce added complexity in terms of content localization, translation management, and user interface adaptation.

"Low" or "Nominal" complexity is insufficient. A "Major" complexity might be suitable for a project missing at least one of those factors. However, the combination of these factors makes the undertaking exceptionally challenging. It moves beyond standard configuration and necessitates extensive customization, bespoke development, and rigorous testing across multiple dimensions. This makes "Drastic" the most appropriate choice to describe the level of effort and resources needed.

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The scale of the project, coupled with the need for custom solutions, significantly increases the risk of delays, cost overruns, and performance issues if not managed meticulously. Therefore, a Drastic complexity level acknowledges the need for a highly skilled implementation team, comprehensive project management, and robust change management processes.

For further information regarding project complexity and risk management in ServiceNow implementations, consider researching best practices documented by ServiceNow and reputable consulting partners:

ServiceNow Documentation: This official resource provides detailed guides and information about different aspects of ServiceNow implementations.
ServiceNow Consulting Partners: Consulting partners often share their expertise through blogs, white papers, and case studies.

Question: 38

When an employee completes a questionnaire on an Employee Form, on which table does the system store their answers?

A.Form [sys_ui_form]
B.Metric Result [asmt_metric_result]
C.Question Answer [question_answer]
D.HR Case [sn_hr_core_case]

Answer: B

Explanation:

The correct answer is B. Metric Result [asmt_metric_result]. Here's a detailed justification:

When an employee completes a questionnaire embedded in an Employee Form within ServiceNow's HR module, the system stores their responses not directly as simple answers but rather as quantifiable data points within a metric. This approach allows for consistent measurement and reporting across different employees and over time. Option B, "Metric Result [asmt_metric_result]," is the correct choice because it's the table specifically designed to hold the outcome or evaluation stemming from a metric-based assessment. Questionnaires in ServiceNow often utilize metrics to gauge employee sentiment, understanding, or adherence to policies.

The "Metric Result" table captures information like the specific metric being evaluated, the record it's associated with (in this case, the Employee Form), the individual's score or selection, and other relevant metadata. This structure facilitates the creation of reports, dashboards, and automated workflows based on the collected data. The asmt prefix indicates it is related to assessments.

Options A, C and D are incorrect. The Form table, sys_ui_form, simply defines the structure of a form; it doesn't store data entered into the form. The Question Answer table might seem plausible at first, but its usage is generally associated with survey or assessment frameworks outside of the metric-driven process. Finally, the HR Case table stores information about HR cases, not individual questionnaire responses tied to employee profiles.

Therefore, the asmt_metric_result table is the appropriate place for answers as this enables reporting based on the questionnaire results.

Here's a link to relevant ServiceNow documentation regarding metrics and assessments that could be helpful for more research:

ServiceNow Metrics

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ServiceNow Assessments

Question: 39

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

A.Article Versions related list
B.Knowledge feedback related list
C.Affected Products related list
D.Translated Versions related list

Answer: D

Explanation:

The correct answer is **D. Translated Versions related list**.

Here's why: The I18N: Knowledge Management Internationalization Plugin v2 in ServiceNow is specifically designed to handle multilingual knowledge articles. When enabled, this plugin introduces the "Translated Versions" related list on Knowledge articles. This related list establishes a direct link between the original Knowledge article and its translations in different languages.

When a user accesses the Knowledge Base, the system checks their language preference (usually based on their user profile or browser settings). If a translation exists in the user's preferred language, the "Translated Versions" related list helps ServiceNow identify and display the corresponding translated article. Without this explicit link, ServiceNow would struggle to determine which articles are translations of each other, especially as the Knowledge Base grows and articles become more numerous. The "Translated Versions" list serves as the core mechanism for associating multilingual versions.

Option A (Article Versions related list) is incorrect because article versions manage different iterations or updates of the same article in the same language, not translations. Option B (Knowledge feedback related list) tracks user feedback on articles and is unrelated to language versions. Option C (Affected Products related list) connects articles to specific products, not translations.

The I18N plugin fundamentally relies on the relationship created by "Translated Versions" to ensure that users are presented with the appropriate language version. The absence of this list would render the plugin's core functionality ineffective.

For further reading, refer to ServiceNow documentation on Knowledge Management and I18N plugins within your ServiceNow instance or on the ServiceNow documentation portal (requires login/subscription). Unfortunately, public ServiceNow documentation on this specific plugin is often behind a paywall or requires a ServiceNow instance to access.

Question: 40

When creating a PDF Document Template, where does the list of Document Revisions come from?

A.From Managed Documents
B.From Document Templates
C.From Knowledge Articles
D.From System Documents

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Answer: A

Explanation:

The correct answer is A: From Managed Documents.

When crafting a PDF Document Template in ServiceNow for Human Resources Service Delivery, the list of Document Revisions available for inclusion directly originates from the Managed Documents application. Managed Documents serves as the centralized repository for all officially controlled documents within the HR domain. This includes version control, ensuring that the most up-to-date and approved revisions are readily accessible for incorporation into PDF templates.

Document Templates (Option B) define the structure and layout of the PDF, but they don't inherently store the actual document content or revisions. Knowledge Articles (Option C) are primarily for information dissemination and self-service, not typically the source of controlled HR documents. System Documents (Option D) is too broad; it doesn't pinpoint the specific HR document repository. Managed Documents, on the other hand, is specifically designed to manage document versions, approval workflows, and access control relevant to HR processes. By drawing revisions from Managed Documents, the PDF templates maintain consistency and compliance with approved HR policies and procedures. The Document Revision picklist in the PDF Document Template configuration reflects the available revisions within the chosen Managed Document. This ensures HR administrators can easily select the correct, approved version for their generated PDF documents.

For further research, consider exploring these resources:

ServiceNow Documentation - Managed Documents: https://docs.servicenow.com/bundle/vancouver-hr-service-delivery/page/product/human-resources/concept/managed-documents.html
ServiceNow Documentation - HR PDF Document Generation:
https://docs.servicenow.com/bundle/vancouver-hr-service-delivery/page/product/human-resources/concept/hr-pdf-document-generation.html

Question: 41

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]

Answer: B

Explanation:

The correct answer is B. Profile Reader [sn_hr_core.profile_reader]. Let's break down why:

The HR Profiles table in ServiceNow stores sensitive employee information. Access to this information is strictly controlled through roles to ensure data privacy and compliance. The question focuses on viewing confidential data, implying a read-only requirement.

Options C and D (HR Case Writer/Reader) are related to HR Cases, which are used for managing employee inquiries and issues. While an HR Case might contain information from an HR Profile, the role itself doesn't grant direct access to the HR Profiles table. Therefore, these roles are less relevant for simply viewing the confidential data.

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Option A (Profile Writer) allows users to modify HR profile data. While a writer role inherently implies the ability to read, the question explicitly asks for the minimum role needed to view. Providing write access when only read access is required violates the principle of least privilege, a core security concept in cloud computing (and generally). Least privilege dictates granting users only the permissions necessary to perform their specific tasks, reducing the potential attack surface and risk of unauthorized data modification.

Option B (Profile Reader) is specifically designed to grant read-only access to the HR Profiles table. Users with the `sn_hr_core.profile_reader` role can view the confidential data stored in the HR Profiles table but cannot make any changes. This role adheres to the principle of least privilege, making it the most appropriate answer.

Therefore, the Profile Reader role (`sn_hr_core.profile_reader`) provides the minimum level of access necessary to view confidential data on the HR Profiles table, making it the correct choice.

For further research on ServiceNow HR roles and security:

ServiceNow Docs: HR Core roles: https://docs.servicenow.com/bundle/vancouver-hr-service-delivery/page/product/human-resources/concept/hr-core-roles.html
ServiceNow Docs: Access Control Rules: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/contextual-security/concept/access-control-rules.html

Question: 42

What determines if a user can view a Knowledge article?

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

Answer: A

Explanation:

The correct answer is A: Can/Cannot Read User Criteria. Here's why:

Knowledge articles in ServiceNow are primarily controlled by user criteria. These criteria define who can read (and sometimes contribute to) specific knowledge articles or knowledge bases. The 'Can Read' user criteria is a fundamental aspect of knowledge management within ServiceNow. It determines which users or groups have the permission to view a particular knowledge article based on factors like their roles, groups, departments, locations, or even specific individual users.

Think of it like a library that has different sections available to different members. A 'Can Read' user criteria acts as a membership card for a particular section (knowledge article). Without the proper 'membership' (user criteria), you cannot access the information.

'Can Contribute' user criteria, option B, determines who can create or modify knowledge articles, not who can view them. HR Criteria (option C) isn't a standard ServiceNow mechanism for controlling knowledge article visibility, although HR criteria might be used within a Can Read user criteria to target articles to HR staff. ACL Rules (option D) also contribute to the overall security posture of ServiceNow but are generally lower-level controls. While ACLs could be used to control knowledge article access, it's far less efficient and manageable than user criteria which are designed for knowledge base visibility.

User criteria offer a streamlined and easily manageable approach to control access to Knowledge articles based on user attributes and organizational structure, aligning access with the right people.

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For further reading, you can refer to the ServiceNow documentation on Knowledge Management:

ServiceNow Docs on Knowledge Management: https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/knowledge-management/concept/knowledge-management.html
ServiceNow Docs on User Criteria: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/contextual-security/concept/user_criteria.html

Question: 43

What do Client Roles define?

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

Answer: D

Explanation:

The correct answer is **D. Access for new hires, employees, alumni, contingent, and contract workers.**

Client Roles in ServiceNow's HR Service Delivery module define the specific access permissions and functionalities granted to different categories of users within an organization. These categories are broadly classified as new hires, employees, alumni, contingent workers, and contract workers. By assigning specific client roles to these groups, ServiceNow allows organizations to tailor the HR experience for each user type. For example, a new hire may have access to onboarding tasks and resources, while a current employee might access benefits information or performance review systems. Alumni may have restricted access related to past employment records. This granular control over access ensures data security and compliance while optimizing user experience.

Options A, B, and C are incorrect because they do not accurately reflect the purpose of Client Roles. Client Roles aren't about creating user groups (though they could be applied to groups), using browser clients, or being named roles related to organizational hierarchies. Instead, they're about controlling which HR functionalities different types of workers can access. The access determined by Client Roles directly impacts the forms, services, and knowledge articles displayed to each user based on their employment status.

Relevant documentation:

ServiceNow Docs on Client Roles: https://docs.servicenow.com/bundle/sandiego-hr-service-delivery/page/product/human-resources/concept/client-roles.html

Question: 44

When a Guided Setup task is marked as complete, how can it be reopened?

A.Closed tasks cannot be reopened
B.Click the Mark as Incomplete button
C.Submit a request in HI
D.Restart the Guided Setup entirely

Answer: B

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Explanation:

The correct answer is **B: Click the Mark as Incomplete button.**

Guided Setups in ServiceNow are designed to guide users through the configuration process of a particular module, such as Human Resources. They break down the implementation into manageable tasks. A crucial aspect of these guided setups is the ability to revisit and modify completed tasks. Option A, suggesting that closed tasks cannot be reopened, is incorrect because Guided Setups are intended to be iterative. Users might need to change settings or update configurations based on new requirements or testing results. Option C is improbable, because the Help, Information, and Documentation (HID) is typically used for submitting assistance request for incidents and service requests and is not relevant to task completion. Option D, restarting the entire Guided Setup, would lead to significant data loss and duplicated efforts. Therefore, it is not practical or efficient.

ServiceNow provides a straightforward mechanism to reopen a completed task, which is usually represented by a "**Mark as Incomplete**" button or a similar control within the Guided Setup interface. This action resets the task status, allowing users to re-enter the task, make the necessary modifications, and then mark it as complete again. This functionality ensures flexibility and promotes a more agile approach to implementation. It prevents the need for convoluted workarounds or complete resets, aligning with the principles of efficient cloud service management.

For more details on Guided Setups, refer to the official ServiceNow documentation:

ServiceNow Product Documentation: (Since the ServiceNow documentation is constantly updated and version-specific, searching the ServiceNow documentation portal for "Guided Setup" and the relevant module, such as "Human Resources," will provide the most accurate and up-to-date information).

Question: 45

When creating a PDF Document template, the Document revision field must be completed.
How does the system determine which documents are available to be selected for this field?

A.You must be a member of the Owning Group for the Managed Document

B.All Documents are visible

C.Your group memberships and the Document owner field on the Managed Document record

D.You must have created the Managed Document record

Answer: C

Explanation:

The correct answer is C: Your group memberships and the Document owner field on the Managed Document record.

Here's a detailed justification:

When selecting a document revision within a PDF Document template in ServiceNow's HR module, the system doesn't simply display all available documents. Instead, it applies a security filter to control which documents are accessible to the user. This filtering mechanism prioritizes data security and role-based access control, key principles in cloud computing environments.

The two primary factors determining visibility are:

1. **Group Memberships:** If a user is a member of a group that has been granted access to a particular Managed Document, that document will be visible to the user in the Document revision field. This is

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how ServiceNow leverages group-based access control to manage permissions.

2. **Document Owner:** If the user is the owner of the Managed Document (specified in the Document owner field), the document will be visible. Document ownership grants inherent access to the record.

Options A, B, and D are incorrect for the following reasons:

Option A (Owning Group): While being a member of the owning group is a factor (contributing to the broader group membership criteria), it's not the sole determinant. Document ownership also plays a crucial role.
Option B (All Documents): Displaying all documents would violate security best practices and potentially expose sensitive information. The system enforces strict access controls.
Option D (Created the Managed Document): While the creator might often be the owner, creation alone doesn't guarantee visibility for document revision selection. The Document owner field controls that access.

In essence, ServiceNow uses a combination of group memberships and document ownership to determine which Managed Documents are available for selection in the Document revision field, ensuring only authorized users can access and utilize specific documents. This adheres to cloud computing security principles by minimizing the exposure of sensitive HR data.

Authoritative Links:While there isn't a single page detailing this exact scenario, these resources provide a solid foundation on access control and security within ServiceNow's HR module:

ServiceNow Docs - Access Control Rules: https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/contextual-security/concept/access-control-rules.html
ServiceNow Community Forums (Search for relevant discussions on access control in HR Service Delivery)

Question: 46

What is used to create a link on an HR Case form that accesses information outside the application?

A.HR Service
B.Link Generator
C.Restricted Caller Access
D.COE Configuration

Answer: B

Explanation:

The correct answer is **B. Link Generator**.

A Link Generator (or URL generator) is specifically designed to create hyperlinks that can point to external resources from within a ServiceNow form, such as an HR Case form. This capability allows users to easily navigate to relevant information residing outside the ServiceNow instance, potentially improving efficiency and providing a more comprehensive view of the case.

HR Services (A) define the processes and procedures for handling HR-related tasks and are not primarily focused on creating external links. Restricted Caller Access (C) is a security mechanism that controls which scripts or applications can access ServiceNow resources, and COE Configuration (D) primarily deals with setting up and customizing the Centers of Excellence (COEs) within the HR module for efficient case routing and management. Neither are the core function for creating a link on the HR Case form to access information outside the application.

The Link Generator functionality leverages standard web linking practices using URLs. Clicking the link would take the user to the target website or document. The link might be constructed dynamically using data from

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the current HR Case record to retrieve specific information from the external system. This feature allows for efficient data integration and access without duplicating data inside the ServiceNow instance.

Here are supporting documents on external data access:

ServiceNow Documentation - URL API: (https://developer.servicenow.com/devportal/$api_documentation.do?v=10&docAPIId=REST-API-URL&category=REST%20API) While not specific to "Link Generator" as a module, it explains the underlying principles of how ServiceNow interacts with URLs and external resources.
ServiceNow Community Forums: Search the ServiceNow Community forums for "dynamic URL generation in ServiceNow" to find examples of how developers create dynamic links to external resources based on record data.

Question: 47

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

A.The Document field type on the PDF Template Mappings record
B.The Preview value field on the PDF Template Mappings record
C.The Mapping field on the PDF Template Mappings record
D.The Document field on the PDF Template Mappings record

Answer: C

Explanation:

The correct answer is **C. The Mapping field on the PDF Template Mappings record.** Here's a detailed justification:

When configuring a PDF Document Template in ServiceNow, the system needs a mechanism to understand which form fields in the PDF correspond to which data fields in ServiceNow. This is achieved through a mapping process. The PDF Template Mappings record is crucial to this process as it establishes the connection between the PDF fields and the ServiceNow fields.

The Mapping field on the PDF Template Mappings record contains the specific information about how the PDF form field should be linked to the ServiceNow data field. This field essentially acts as a bridge, instructing the system to extract data from the ServiceNow record and populate it into the corresponding field within the generated PDF document. This ensures that the information displayed in the PDF is accurate and consistent with the data stored in ServiceNow.

Option A, the "Document field type," is incorrect because document field types define the storage and handling characteristics of documents within ServiceNow, not the field mapping process.

Option B, the "Preview value field," is incorrect because the preview value field is used to display sample or default data during the PDF template configuration, not to define the actual mapping relationship.

Option D, the "Document field" on the PDF Template Mapping, is misleading. The Document field in the PDF Template record stores the PDF itself, not the mappings to ServiceNow fields. It specifies the PDF to be used as the template.

In conclusion, the Mapping field on the PDF Template Mappings record is specifically designed to define the correspondence between PDF form fields and ServiceNow fields, which is critical for accurate data population in generated documents.

For further research, you can consult the ServiceNow documentation on PDF Document Generation:

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ServiceNow Docs: While specific pages may change, searching for "ServiceNow PDF Document Generation" in the official ServiceNow documentation will lead you to relevant information. Look for sections on "PDF Template Mappings".

Question: 48

If the Match All field is checked on a User Criteria record, the user:

A.Must satisfy at least one of the criteria to meet the conditions.
B.Must satisfy at least of the criteria to meet the conditions.
C.Must satisfy a majority percentage of the criteria to meet the conditions.
D.Must satisfy all of the selected criteria to meet the conditions.

Answer: D

Explanation:

The correct answer is D, "Must satisfy all of the selected criteria to meet the conditions." When the "Match All" field is checked on a User Criteria record in ServiceNow, it signifies a stringent condition requiring a user to meet every criterion defined in the record. This mechanism controls access to knowledge base articles, catalog items, or other content based on user attributes.

The "Match All" functionality operates as a logical AND operator. Each criterion is a condition, such as department, location, or role. When "Match All" is enabled, a user must fulfill condition 1 AND condition 2 AND condition 3, and so on. If a user fails to satisfy even one criterion, they will not meet the overall user criteria and will be denied access to the associated content.

Conversely, if "Match All" is unchecked (implying a logical OR), a user only needs to satisfy at least one of the listed criteria to gain access. The setting directly impacts how User Criteria records are evaluated, greatly influencing visibility and access management within the ServiceNow platform, aligning closely with the concept of least privilege in security. This ensures the right information reaches the right people based on their specific attributes and needs. Option A is incorrect because it describes the behavior when "Match All" is not checked. Options B and C are incorrect because they introduce thresholds that aren't part of the "Match All" functionality. It's all or nothing. This feature aligns with access control principles found across many cloud computing platforms, where granular control is crucial for data security and compliance.

Further reading:

ServiceNow Docs - User Criteria: https://docs.servicenow.com/bundle/utopic-platform/page/product/knowledge-management/concept/c_UserCriteria.html

Question: 49

If a new HR Knowledge base is created, how can it be included in the Knowledge results section on the HR Case form?

A.Add it to the HR Template
B.Add it to the HR Service configuration
C.All Knowledge bases are searched by default
D.Add it to the Contextual Search configuration

Answer: D

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Explanation:

The correct answer is **D. Add it to the Contextual Search configuration**. Here's why:

Contextual Search is a core feature within ServiceNow designed to display relevant knowledge articles (and other information) based on the context of the record being viewed. This is particularly relevant for HR Case forms, where agents need quick access to information related to the specific case details.

When a new HR Knowledge Base is created, it doesn't automatically become searchable within all contexts. ServiceNow uses Contextual Search configurations to define which knowledge bases are searched based on specific conditions or table contexts, such as the HR Case table.

By adding the new HR Knowledge Base to the appropriate Contextual Search configuration for the HR Case form, you ensure that articles from that knowledge base are included in the search results displayed to HR agents when they are working on a case. This ensures that agents can find the right information faster, improving resolution times and employee satisfaction.

Options A and B are incorrect because they don't directly control which knowledge bases are searched. HR Templates are used for pre-populating field values on HR Cases, while HR Service Configuration deals with service-specific settings, but neither controls search behavior. Option C is incorrect because, while all knowledge articles within a knowledge base are searchable if the user has the necessary permissions to access them, it's the contextual search configuration that determines when and where a specific knowledge base is used for search, specifically in relation to records like HR Cases.

Here are some helpful ServiceNow documentation links for further understanding:

Contextual Search: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/contextual-search/concept/c_ContextualSearch.html
Configure Contextual Search: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/contextual-search/task/t_ConfigureContextualSearch.html
HR Service Delivery Knowledge Management: (Search for this in the official Servicenow documentation or on the community site.) Look for the sections pertaining to "Contextual Knowledge Search" or "HR Knowledge Base Search Configuration" to find HR-specific configurations.

Question: 50

How is the HR template associated with an HR service?

A.On the HR service record
B.On the Lifecycle Event Activity Set
C.On the HR template record
D.On the HR case

Answer: A

Explanation:

The correct answer is A: On the HR service record. HR Services in ServiceNow act as the bridge between employee needs and HR fulfillment. An HR Service encapsulates the specific support, information, or action HR provides to employees. Critical to efficient case creation and management, HR Services define various aspects of how an HR request is handled.

A key component of an HR Service is the associated HR Template. The HR Template essentially serves as a pre-defined structure for the HR Case created when an employee requests that service. It dictates things like mandatory fields, assignment rules, and workflow automation that applies to cases initiated through that

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service. The association between the HR Service and the HR Template is configured directly on the HR Service record. Within the HR Service configuration, there is a field (or section) specifically dedicated to selecting or defining the HR Template to be used. This direct association ensures that when an HR case is created from that service, the correct template is automatically applied, streamlining the process and ensuring consistency. Options B, C, and D are incorrect because the Lifecycle Event Activity Set defines tasks within a Lifecycle Event, the HR Template is the case template, and the HR Case is the actual HR Case. Neither directly determines which template is associated with a specific service request.ServiceNow Documentation: HR ServicesServiceNow Documentation: HR Templates

Question: 51

Where does the HR Administrator define which HR Profile fields can be edited in the ServiceNow instance?

A.HR Profile > Setup

B.HR Administration > Properties

C.HR Administration > Setup

D.HR Profiles > Properties

Answer: B

Explanation:

The correct answer is B, HR Administration > Properties. Here's why:

The configuration of editable HR Profile fields falls under the broad category of system administration, specifically tailored to the HR Service Delivery application within ServiceNow. HR Properties provides a centralized location to control various aspects of the HR application's behavior.

The HR Administration > Properties section allows administrators to define system-wide settings that affect the behavior of HR-related processes. This includes specifying which fields on the HR Profile are editable by users or administrators. The properties configuration enables control over data visibility and manipulation, aligning with security and compliance policies in a cloud environment.

Options A, C, and D are incorrect because they don't exist or are not the dedicated locations for configuring the editability of HR Profile fields. HR Profile Setup (Option A) may contain some setup options, but not the specific one relating to editable profile fields. HR Profiles Properties (Option D) is not a recognized path within ServiceNow. HR Administration > Setup (Option C) is not the dedicated area for controlling editable HR Profile fields.

Controlling which profile fields are editable is crucial for maintaining data integrity and security. In cloud environments, granular access control and data governance are paramount. By setting these properties, HR administrators can ensure that sensitive employee data is protected and that only authorized personnel can make changes. HR Administration >
Properties
Therefore, by allowing HR administrators to define which HR Profile fields are editable,
contributes to maintaining data governance within the ServiceNow HR Service Delivery environment.

Reference:

ServiceNow Documentation: (Replace with specific ServiceNow documentation link once available for HR properties configuration. This is an example of documentation that would support the claim):https://docs.servicenow.com/ (Use ServiceNow official docs for specific versions)

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Question: 52

What is the purpose of the Owning Group field on the HR Template?

A.They approve the Template to be published.
B.They own the Lifecycle Event.
C.They manage updates to the Template.
D.HR Cases are assigned to the Owning Group.

Answer: C

Explanation:

The correct answer, C, stating that the Owning Group manages updates to the Template in ServiceNow HR Service Delivery is accurate because this group is responsible for the maintenance and ongoing accuracy of the HR Template itself. The Owning Group ensures that the template remains current with company policy and evolving HR best practices.

The Owning Group assignment dictates the team or individuals responsible for maintaining, updating, and version controlling the HR Template. They are the subject matter experts who understand the intricacies of the HR process associated with the template. This ensures consistency and accuracy across HR services delivered using that template. They ensure that updates or changes to company policy are implemented correctly within the template. Their role is not primarily focused on approving templates for publishing (though they might be part of the approval process), nor do they inherently "own" the entire Lifecycle Event. While HR Cases might eventually be assigned to groups associated with the Owning Group, this is not the primary function of the Owning Group field. The Owning Group is specifically tasked with managing the HR Template.

The Owning Group is essential for maintaining data integrity within the ServiceNow HR system. By assigning this responsibility to a specific group, organizations can ensure that the content and structure of the HR Template remain accurate and compliant over time. Other groups may utilize the template, but the owning group oversees template maintenance.

Further Information: ServiceNow documentation, specifically on HR Service Delivery and Template Management, provides further context around the Owning Group field.

Question: 53

The Enterprise Service Management Integrations framework contains common components to be used for integrating HR applications with third-party systems.
Which capability does the Enterprise Service Management Integrations framework leverage to communicate with external instances and third-party systems?

A.Integration designer
B.Flow designer
C.Design Hub
D.Mobile designer

Answer: B

Explanation:

The correct answer is **B. Flow Designer**.

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The Enterprise Service Management (ESM) Integrations framework in ServiceNow leverages Flow Designer to orchestrate integrations with external systems. Flow Designer provides a low-code/no-code environment to automate tasks and processes across different platforms. This makes it ideal for building integrations without extensive coding expertise.

Specifically, Flow Designer enables the creation of flows that connect to external instances and third-party systems through actions and integrations. These actions can be based on REST APIs, SOAP APIs, or other communication protocols, allowing for data exchange and process automation between ServiceNow and the external systems.

While Integration Hub also plays a vital role in integrations, it's more about providing pre-built spoke integrations and reusable components. Flow Designer serves as the tool to utilize those spokes to define the actual flow of data and processes. Design Hub is more related to UX design, and Mobile Designer concerns mobile application development. Therefore, Flow Designer is the central capability within the ESM Integrations framework for handling communication with external entities.

The ESM framework uses Flow Designer to build the data transformation and mapping needed for the integration. It also is used to define the event triggers to kick off the integration process. Flow designer also allows for easy updates to the integration as the third party apps or internal processes change.

In short, Flow Designer's automation and integration capabilities make it a perfect fit for the ESM Integrations framework's need to communicate effectively and seamlessly with external systems, making it the correct answer.

For further research:

ServiceNow Documentation - Flow Designer: https://docs.servicenow.com/bundle/sandiego-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html
ServiceNow Documentation - Integration Hub: https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/integrationhub/concept/integrationhub-landing-page.html

Question: 54

What are some of the benefits of having separate COE tables? (Choose two.)

A.Allows for an extra layer of security within the HR organization.
B.Allows HR case agents to gather the right information based on the Service.
C.Eliminates the need for an HR case agent.
D.Eliminates the need to create database views.

Answer: AB

Explanation:

Here's a detailed justification for why options A and B are the correct answers concerning the benefits of having separate COE (Center of Excellence) tables in ServiceNow HR Service Delivery:

Having separate COE tables in ServiceNow offers significant advantages in terms of data organization, security, and process efficiency within the HR organization.

Option A: Allows for an extra layer of security within the HR organization.

COE tables, by design, segment HR data based on specific functional areas like Benefits, Compensation, or Employee Relations. This segmentation allows administrators to implement granular access controls. For example, only Benefits specialists would be granted access to the Benefits COE table, ensuring sensitive

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information is protected from unauthorized access. This is a key security principle called "least privilege". This helps comply with data privacy regulations and internal security policies. Having separate tables ensures that HR agents only have access to the data that is required for their roles and duties.

Option B: Allows HR case agents to gather the right information based on the Service.

Separate COE tables are linked to specific HR services. When an HR case is created related to a specific service (e.g., benefits enrollment), the system automatically directs the agent to the appropriate COE table. This ensures the agent has immediate access to the relevant data fields, workflows, and knowledge articles necessary to resolve the issue. This streamlined approach avoids the need for agents to manually search across disparate data sources, resulting in faster resolution times and improved agent productivity. The appropriate COE table helps the HR case agent to gather all of the necessary data based on the service to resolve the case.

Why the other options are incorrect:

Option C: Eliminates the need for an HR case agent. Separate COE tables are intended to streamline their work, not replace them. HR agents remain essential for case management, investigation, and decision-making.

Option D: Eliminates the need to create database views. Separate COE tables are designed to enhance data organization and security; they do not eliminate the need for database views. Database views are valuable for creating aggregated reports that draw data from multiple tables.

Supporting Concepts:

Data Segmentation: Separating data into logical groups based on function or subject matter.
Access Control: Restricting access to data and resources based on roles and permissions.
Workflow Automation: Automating processes to streamline tasks and improve efficiency.
Information Governance: The overall management of the availability, usability, integrity, and security of information.

Authoritative Links:

ServiceNow HR Service Delivery Documentation: https://docs.servicenow.com/bundle/sandiego-hr-service-delivery/page/product/human-resources/concept/hrsd-landing-page.html

In conclusion, separate COE tables in ServiceNow HR Service Delivery enhance security through granular access control and enable HR case agents to efficiently access relevant information based on the specific HR service request.

Question: 55

Who can generate the PDF document on an active HR Case?

A.Only the Assigned to person
B.Only the Subject Person's manager
C.Only an HR manager
D.Only the employee

Answer: A

Explanation:

The correct answer is **A. Only the Assigned to person**.

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Here's why: In ServiceNow's HR Service Delivery application, the "Assigned to" person on an HR Case is generally the HR professional directly responsible for working on and resolving that case. The PDF generation functionality is tied to case management and operational tasks. The assigned agent is the one actively processing the case and gathering all the necessary information. As such, they have the most context and often use the PDF generation for internal record-keeping, case documentation, or sharing relevant information internally.

The Subject Person's Manager or an HR Manager might need to view the case information, but typically they wouldn't be directly involved in the day-to-day processing and PDF generation. The employee (Subject Person) might not always need to generate PDFs within the HR Case interface itself.

ServiceNow role-based access control is crucial here. The "Assigned to" person typically has a specific role (e.g., HR Agent) which grants them access to various functionalities, including PDF generation within the HR Case. Other roles, such as HR Manager, might grant access to view case details and run reports, but might not include the privilege to generate PDFs directly from the case form. The specific configuration of roles and permissions can vary between ServiceNow instances based on organizational requirements. The access control ensures data security and compliance with privacy regulations.

For further research, consult ServiceNow's official documentation on HR Service Delivery, specifically regarding roles and responsibilities, HR case management, and access control.

ServiceNow HR Service Delivery Documentation: (https://www.servicenow.com/products/hr-service-delivery.html)
ServiceNow Role Based Access Control: (https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/security/concept/access-control-rules.html)

HR Integrations Admin [sn_hr_integrations.admin]

HR Integrations Admin

Question: 56

What role is required to access the modules in the HR Integrations application?

HR Lifecycle Event Case Writer
HR Core Profile Reader
Admin

A.HR Lifecycle Event Case Writer [sn_hr_le.case_writer]
B.HR Core Profile Reader [sn_hr_core.profile_reader]
C.Admin [admin]
D.HR Integrations Admin [sn_hr_integrations.admin]

HR Integrations Admin

sn_hr_integrations.admin

Answer: D

Explanation:

The correct answer is D, . Access to specific modules within a ServiceNow application is typically governed by roles assigned to users. In the context of the HR Integrations application, administrative tasks and access to its functionalities necessitate the role. This role is specifically designed to manage and configure integrations with other systems and modules related to HR. While other HR roles like or provide access to functionalities related to lifecycle events or core profile information respectively, they do not grant access to integration-specific modules. The role in ServiceNow typically grants broader administrative control across the entire platform, but for focused access and responsibility within the HR Integrations scope, is the proper choice. This principle aligns with the cloud computing concept of Role-Based Access Control (RBAC), which restricts system access to authorized users and is based on their role within the organization. RBAC improves security and minimizes the risk of unauthorized data access or modification within the HR Integrations modules. The use of dedicated admin roles such as enforces the principle of least privilege, granting users only the minimum necessary permissions to perform their tasks, which is crucial for maintaining data integrity and security in a cloud environment. It is also worth noting that ServiceNow's

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access controls follow a hierarchical structure, implying roles can inherit permissions. Therefore, the HR Integrations Admin role will encapsulate the required access permissions necessary to integrate with other systems.

Authoritative Link:

ServiceNow Docs: https://docs.servicenow.com/ (Search for "Role Based Access Control" and "HR Integrations Roles" within the ServiceNow documentation for relevant details.)

Question: 57

In the base ServiceNow platform, the Human Resources General Knowledge base has Can Contribute User Criteria set to Users with the [sn_hr_core.kb_write] role.
If a Knowledge article in the Human Resources General Knowledge base has no Can Contribute User Criteria set, what is the minimum role a user would need to edit the article?

A.HR Admin [sn_hr_core.admin]

B.HR Basic [sn_hr_core.basic]

C.KB Reader [sn_hr_core.kb_reader]

D.KB Writer [sn_hr_core.kb_writer]

Answer: D

Explanation:

The correct answer is D, KB Writer [sn_hr_core.kb_writer]. Here's why:

The question states the Human Resources General Knowledge base by default requires the sn_hr_core.kb_write role to contribute. Crucially, however, the specific knowledge article in question has no Can Contribute User Criteria defined. This is a critical distinction. Without specific criteria at the article level, the system reverts to evaluating the default permissions defined at the Knowledge Base level only if the article inherits those settings. If the settings are inherited, the KB Writer role would be required. However, if article is not inheriting anything from the KB, system level ACL's would have to be satisfied.

Because no specific user criteria are defined on the article itself, the system must determine who can edit it. The most restrictive rule is that the KB Writer role is necessary. HR Admin or HR Basic roles relate to HR case management and broader HR functions, not direct knowledge article editing. KB Reader role will only allow user to read the document.

Therefore, the minimum role required to edit the article becomes KB Writer [sn_hr_core.kb_write]. This role grants the necessary permissions to create and modify knowledge articles within the Knowledge Base module, specifically as it relates to general knowledge bases that might otherwise have been controlled at higher levels.Further Information:

ServiceNow Product Documentation on Knowledge Management:https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-management.html
ServiceNow Product Documentation on Roles: https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/roles/concept/c_Roles.html

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B.System Properties > Email Setup
C.System Properties > Email Properties
D.HR Administration > Properties

Answer: D

Explanation:

The correct answer is D: HR Administration > Properties. This is because ServiceNow's HR Administration module provides centralized control for managing configurations specific to Human Resources Service Delivery. One of these configurations is defining and managing the HR email address through which incoming HR requests are received and processed. This is typically found within the Properties section of the HR Administration module.

Options A, B, and C are less precise and can be misleading. While email administration in general is touched in those areas, they are not the primary location where the HR email is setup.

Option A, HR Administration > Email Administration, might seem plausible, but this module typically deals with more general email configurations within HR, not the primary inbox.
Option B, System Properties > Email Setup, is a broader area for configuring email settings at the platform level, not HR-specific settings.
Option C, System Properties > Email Properties, is also a system-wide setting for email handling, not the designated HR mailbox.

The HR Administration > Properties module is designed to provide admins a specific place to adjust properties for email handling. Thus, that is where the inbox can be found.

Supporting Documentation:

While direct links to the exact location of the HR email address configuration are not directly exposed in public ServiceNow documentation without a specific instance, generally, the following documentation confirms the general setup of HR configurations in the admin module:

ServiceNow HR Service Delivery documentation: search for HR Service Delivery documentation on the ServiceNow documentation portal.
ServiceNow Admin Guide: explore sections on system properties and email configurations for a broader understanding.

Question: 59

In the base ServiceNow configuration, when are HR Cases created after a Bulk HR case request is submitted?

A.Twice per day using a scheduled job
B.Every 6 hours using a scheduled job
C.Once a day using a scheduled job
D.Immediately

Answer: D

Explanation:

The correct answer is D: Immediately.

Here's a detailed justification:

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When a Bulk HR Case request is submitted in the base ServiceNow configuration, HR Cases are created immediately. This is because the design of the Bulk HR Case functionality is intended for efficient creation of multiple HR Cases at once, often triggered by events like onboarding or policy updates affecting many employees. Creating them immediately allows for prompt action and processing of the individual HR Cases.

The alternative options (scheduled jobs running periodically) would introduce delays, which would negate the purpose of the bulk request feature aimed at speedy case creation. While scheduled jobs are used in ServiceNow for various background processes, the creation of HR Cases from a bulk request is designed as a real-time operation. The underlying workflow and business rules associated with the bulk request ensure that individual HR Cases are generated and assigned as soon as the bulk request is submitted. This immediate creation trigger is crucial for maintaining efficiency and responsiveness within the HR service delivery framework. Consequently, selecting a delayed or scheduled processing approach would contradict the immediate handling requirement necessary in HR case management.

Authoritative links for further research:

While a direct link explicitly stating "Bulk HR Cases are created immediately" may not be available, understanding the concept of real-time processing versus scheduled jobs in ServiceNow will support the above justification. Relevant documentation can be found on the ServiceNow official documentation site regarding HR Case Management, Bulk Case creation, and workflow execution.

Question: 60

An employee in Chicago submits a request using the Employee Service Center. The HR Case template associated with the HR Service defines the Skills needed, but not an Assignment Group.
Using base platform functionality, which of the following is the first step the system takes to assign the Case?

A.An Assignment Rule creates a list of possible assignees

B.A Matching Rule assigns the Case to a group

C.The Case must be manually assigned

D.An Assignment Rule assigns the Case to a group

Answer: D

Explanation:

Here's a detailed justification for why option D is the correct answer in this ServiceNow HR case assignment scenario:

When an HR case is created via the Employee Service Center, the system aims to automatically route it to the appropriate team for handling. Base ServiceNow functionality leverages assignment rules as the primary mechanism for this initial assignment.

Assignment Rules: These rules are configured to evaluate conditions (like the HR Service, skills required, location, etc.) on the HR case and then assign the case to a specific group (or even a user). The rule engine evaluates assignment rules in order based on their specified weight. The first rule that matches the case conditions will be used for assignment.

Skills: The skills specified on the HR case template play a vital role. Assignment rules can leverage these skills to find groups or individuals with matching skillsets. This ensures that the case is routed to someone capable of handling the request.

Matching Rules: While Matching Rules exist, they are typically used for finding knowledge articles or catalog items relevant to the case, not primarily for assignment group determination. They can contribute to

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efficiency after the case is assigned, helping the assigned agent find appropriate information.

Manual Assignment: Manual assignment is always an option, but the goal is to automate this process whenever possible to improve efficiency and reduce delays. The system first attempts to use configured assignment rules before resorting to manual assignment. If no assignment rule applies, a case is assigned to the default assignment group or remains unassigned, requiring manual intervention.

The Process:

1. HR Case is created.
2. System checks for applicable Assignment Rules based on case details (HR Service, Skills, etc.).
3. If an Assignment Rule matches, the case is assigned to the specified group.
4. If no Assignment Rule matches, then manual assignment is required or, depending on configuration, the case may default to a designated group if defined.

In this scenario, the question states that the HR Service defines the skills needed but not an assignment group. Therefore, assuming there are configured assignment rules that leverage the "Skills" condition, an assignment rule will likely be the first step in automatically assigning the case to the correct group.

Supporting Documentation:

ServiceNow Docs: Assignment Rules: https://docs.servicenow.com/bundle/utopia-platform-administration/page/administer/task-administration/concept/c_AssignmentRules.html
ServiceNow Docs: HR Case Management: https://docs.servicenow.com/bundle/utopia-hr-service-delivery/page/product/human-resources/concept/hr-case-management.html

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