



- Expert Verified, Online, **Free**.

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

**Suggested Answer:** ACF

Community vote distribution

BDF (78%)

ADF (17%) 6%

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: BDF**

I think the answer should be : BDF  
upvoted 7 times

 **randyFarmer** Most Recent 4 months, 2 weeks ago

**Selected Answer: BDF**

BDF - confirmed in my instance  
upvoted 1 times

 **brownbear324** 6 months ago

**Selected Answer: DF**

Technically, only DF are correct. HR Implementation pg. 162  
upvoted 1 times

 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: BDF**

Not C, so BDF --> Platform HR Admins cannot change the password of any user with a scoped HR role (page 13)  
upvoted 2 times

 **aasked** 1 year, 1 month ago

**Selected Answer: BDF**

The answer BDF  
upvoted 1 times

 **XanderLay** 1 year, 1 month ago

BDF 100%  
upvoted 1 times

 **stophs** 1 year, 3 months ago

**Selected Answer: BDF**

sorry BDF are correct  
upvoted 3 times

 **stophs** 1 year, 3 months ago

**Selected Answer: ADF**

a d f are correct  
[https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c\\_ManageRoles.html](https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ManageRoles.html)  
upvoted 3 times

 **MrBravo** 1 year, 5 months ago

BDF should be right.  
upvoted 4 times

 **zebbie** 1 year, 5 months ago

The answer is BDF  
upvoted 3 times

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.

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: C**

[https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/concept/c\\_ManageRoles.html](https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ManageRoles.html)

upvoted 1 times

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

Also page 18 HR Fundamentals ebook

upvoted 1 times

🗨️ 👤 **Armilio** 1 year, 2 months ago

It's B, try it on your instance. The admin can always add users to groups.

upvoted 1 times

🗨️ 👤 **Armilio** 1 year, 2 months ago

Sorry, wrong, i didn't logged out from the instance

upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

correct

upvoted 1 times

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
- G. HR Criteria

**Suggested Answer:** *BDFG*

*Community vote distribution*

BDFG (100%)



🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer:** BDFG

Correct

upvoted 1 times

🗨️ 👤 **bleckjeckkk** 1 year, 1 month ago

**Selected Answer:** BDFG

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/bulk-case-segment.html>

upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer:** BDFG

correct

upvoted 2 times

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

**Suggested Answer: A**

Community vote distribution

B (85%)

C (15%)

🗨️ 👤 **Shroop** 2 months ago

**Selected Answer: B**

You can't do ACLs without elevating to security admin and you cannot just add security admin to yourself.  
upvoted 1 times

🗨️ 👤 **Mimmi\_** 6 months, 3 weeks ago

**Selected Answer: B**

Answer is B  
upvoted 1 times

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: B**

Because duhh :)  
upvoted 2 times

🗨️ 👤 **Dela803** 1 year ago

B is correct  
upvoted 2 times

🗨️ 👤 **Lucky62** 1 year, 3 months ago

**Selected Answer: B**

B correct  
upvoted 3 times

🗨️ 👤 **stophs** 1 year, 3 months ago

**Selected Answer: B**

b is correte  
upvoted 4 times

🗨️ 👤 **LQMH** 1 year, 5 months ago

Correct answer is B. You must elevate tole to security\_admin.  
upvoted 4 times

🗨️ 👤 **zebbie** 1 year, 5 months ago

Correct answer is B! You can't manually assign security\_admin role without having the security\_admin role itself and to have it you should first Elevate role  
upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

Correct Answer : C

Manually add the security\_admin role to your User record provided the logged in user has security\_admin role because only user with security\_admin role can give this role to another admin.

upvoted 2 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

  **MarlyB** 9 months, 2 weeks ago

**Selected Answer: A**

[https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c\\_HRProfileRecords.html](https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRProfileRecords.html)

upvoted 1 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Correct

upvoted 1 times

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

**Suggested Answer: A**

*Community vote distribution*

C (100%)

🗨️ **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: C**

Correct Answer should be : C  
upvoted 6 times

🗨️ **MarlyB** Most Recent 9 months, 2 weeks ago

**Selected Answer: C**

Says nothing about a limit, so C --> [https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)  
upvoted 1 times

🗨️ **rojduarte** 11 months, 1 week ago

**Selected Answer: C**

Unlimited  
upvoted 1 times

🗨️ **Dela803** 1 year ago

C is Correct  
upvoted 2 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

C tested  
upvoted 2 times

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: C**

<https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/build/service-portal/concept/user-criteria.html>

upvoted 1 times

🗨️ 👤 **Dela803** 1 year ago

Correct is C

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

correct

upvoted 1 times

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.

**Suggested Answer: A**

*Community vote distribution*

A (100%)



 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Correct

upvoted 1 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: A**

Advanced Work Assignment (AWA) or Assignment and Matching rules determine the Assignment Group and Assignee. Skills may also be part of the assignment process (page 38)

upvoted 1 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 2 times

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]

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ 👤 **1ce8087** 7 months ago

B is correct

sn\_hr\_core.basic contains the role sn\_hr\_core.profile\_writer

[https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/concept/c_HRProfileSecurity.html)

upvoted 1 times

🗨️ 👤 **Dela803** 1 year ago

D is correct

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: B**

correct

upvoted 3 times

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

**Suggested Answer:** AC

*Community vote distribution*

AC (100%)

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer:** AC

[https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c\\_HRDocumentTemplates.html](https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRDocumentTemplates.html)

upvoted 2 times

🗨️ 👤 **Dela803** 1 year ago

A, C is correct

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer:** AC

correct

upvoted 1 times

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.

**Suggested Answer:** AC

*Community vote distribution*

AC (100%)

 **som\_420** 1 year, 6 months ago

**Selected Answer:** AC

correct

upvoted 1 times

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

**Suggested Answer:** *D*

 **kevinnchristian** 11 months, 2 weeks ago

Correct: D

upvoted 1 times

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

**Suggested Answer:** D

*Community vote distribution*

D (88%) 13%

🗨️ 👤 **Rai0704** 5 months, 2 weeks ago

**Selected Answer: C**

HR criteria uses the standard platform condition builder to support complex conditions for controlling the Employee Center content that employees see when logged in.

HR criteria:

- Filters content on the Employee Center

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/hr-criteria.html>  
upvoted 1 times

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: D**

[https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c\\_ClientRoles.html](https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_ClientRoles.html)  
upvoted 3 times

🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

Also page 53 of Fundamentals ebook: Client Roles grant employees access to HR-specific parts of the system for self-service  
upvoted 2 times

🗨️ 👤 **mahkam** 1 year, 4 months ago

**Selected Answer: D**

correct

upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 2 times

What kind of records do HR Requests create?

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

**Suggested Answer:** *D*

*Community vote distribution*

D (100%)



🗨️ 👤 **MarlyB** 9 months, 2 weeks ago

**Selected Answer: D**

Page 21 HR Fundamentals ebook  
upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct  
upvoted 1 times

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.

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ **Gil1211** 8 months, 2 weeks ago

**Selected Answer: D**

Correct

upvoted 1 times

🗨️ **MarlyB** 9 months, 2 weeks ago

**Selected Answer: D**

Page 34 implementation ebook: Some tasks may be locked because they require a plugin to be activated.

upvoted 2 times

🗨️ **Lucky62** 1 year, 3 months ago

Both C and D are correct as per the documentation which states:

Lock icon

When it appears in front of an activity, task, or subtask, you cannot access the item. You may need to activate a plugin or complete a prerequisite task to unlock it.

upvoted 2 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: D**

Correct

upvoted 2 times

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

**Suggested Answer:** BDEG

Community vote distribution

BDE (67%)

BDEG (33%)

 **irfguc** 2 weeks, 6 days ago

**Selected Answer: BDEG**

B,D,E,G:

Please see documentation: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0691402](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0691402)

Human Resources Scoped App: Core  
 Human Resources Scoped App: Service Portal  
 Human Resources Scoped App: Integrations  
 Human Resources Scoped App: Data Migration  
 Human Resources Scoped App: Lifecycle Events  
 Human Resources Scoped App: Employee Document Files  
 Human Resources Scoped App: Virtual Agent Conversations  
 upvoted 1 times

 **diana12** 3 months, 3 weeks ago

BDE; There are core, employee relations, integrations, lifecycle events, lifecycle enterprise  
 upvoted 1 times

 **GGIRARD** 3 months, 4 weeks ago

**Selected Answer: BDE**

this is not 'Human Ressources : Service Portal' but just 'Employee Center' (scope)  
 upvoted 1 times

 **LuffyV** 7 months ago

**Selected Answer: BDE**

Corrent answer  
 Human resource : core  
 Human resource : Integration  
 Human resource : Life Cycle event  
 Human resource : Employee relation  
 Human resource : Life Cycle event enterprise  
 upvoted 3 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: BDEG**

Correct  
 upvoted 1 times

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

**Suggested Answer:** C

Community vote distribution

D (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 110: HR Criteria are sets of filters used to define the audience for HR content or Bulk HR Cases. HR Criteria may be used to determine what an employee sees on the Employee Center Pro.

upvoted 1 times

🗨️ 👤 **Dela803** 1 year ago

**Selected Answer: D**

user criteria is used for knowledge Article Access VA HR criteria is use for Portal access.

D is correct

upvoted 1 times

🗨️ 👤 **Dela803** 1 year ago

D

user cariteria is used for knowledge Article Access VA HR criteria is use for Portal access.

upvoted 1 times

🗨️ 👤 **tymoN** 1 year ago

**Selected Answer: D**

It should be D

upvoted 1 times

🗨️ 👤 **XanderLay** 1 year, 1 month ago

D for sure

upvoted 1 times

🗨️ 👤 **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D correct

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

I think answer should be : D

HR criteria defines the audience for HR content, services, or cases. You can make information available to or create an HR case for specific groups, individuals, or to all employees using HR criteria.

upvoted 4 times

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

**Suggested Answer:** C

Community vote distribution

D (100%)

 **CLowe** Highly Voted 1 year, 4 months ago

Correct answer is D. "If employee does not meet the criteria, the activity will be skipped". Page 106 upvoted 7 times

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: D**

Correct Answer : D  
upvoted 5 times

 **brownbear324** Most Recent 6 months, 3 weeks ago

**Selected Answer: D**

D is the answer. Implementation ebook, pg. 84  
upvoted 1 times

 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

Page 84 of HR Implementation ebook  
upvoted 1 times

 **OyaO** 10 months, 3 weeks ago

D. From the Implementaion training book: "Audience records contain sets of filters used to define who may view content. When an Audience is defined on a Lifecycle event activity, but not on activity set, the activity will only be triggered if the employee meets the conditions. In the example shown, the task will only be triggered if the employee is remote. If an employee does not meet the criteria, the activity will be skipped"  
upvoted 2 times

 **stophs** 1 year, 3 months ago

**Selected Answer: D**

d is correct  
upvoted 2 times

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

**Suggested Answer:** D

*Community vote distribution*

B (100%)

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: B**

I think right answer should be : B - Agile and waterfall.  
upvoted 6 times

 **MarlyB** Most Recent 9 months, 1 week ago

**Selected Answer: B**

Definitely Agile  
upvoted 3 times

 **Lucky62** 1 year, 3 months ago

**Selected Answer: B**

B korrekt  
upvoted 2 times

 **CLowe** 1 year, 4 months ago

B - Agile & Waterfall.  
upvoted 2 times

 **MrBravo** 1 year, 5 months ago

Correct is B - Agile and Waterfall  
upvoted 2 times

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)



🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 140: If you need to make an existing HR service available for employee self-service, you can configure a record producer to make the service available as an HR catalog item in the HR service catalog

upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 2 times

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

- A. Create Human Resources Profile
- B. Create new Case
- C. Generate HR Profiles
- D. Bulk Cases

**Suggested Answer:** C

*Community vote distribution*

C (100%)



 **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

HR Fundamentals ebook page 75: HR profiles for multiple employees may be created using the Generate HR Profiles module.  
upvoted 2 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

Correct  
upvoted 2 times

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)



  **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Implementation ebook page 149: Under Platform Access you find User Authentication, Instance Restriction and Scoped Application.  
upvoted 2 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct  
upvoted 3 times

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

**Suggested Answer:** C

*Community vote distribution*

D (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 116  
upvoted 3 times

🗨️ **OyaO** 10 months, 3 weeks ago

**Selected Answer: D**

From the Fundamentals training book: "Only the assigned HR professional can manually generate the associated HR Document on a Case"  
upvoted 3 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D korrekt  
upvoted 1 times

🗨️ **schaparro** 1 year, 3 months ago

**Selected Answer: D**

The correct answer is D  
upvoted 3 times

🗨️ **CLowe** 1 year, 4 months ago

Looks like D  
upvoted 2 times

🗨️ **Lybla** 1 year, 5 months ago

Definitely D  
upvoted 2 times

🗨️ **som\_420** 1 year, 6 months ago

Is it D?  
upvoted 3 times

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.

**Suggested Answer:** *D*

*Community vote distribution*

D (100%)

  **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 105: The HR Template associated with the HR Service is used to complete the defined fields on the Case Form  
upvoted 2 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: D**

Correct  
upvoted 2 times

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

**Suggested Answer:** *CDF*

*Community vote distribution*



  **POOH1213** 11 months, 2 weeks ago

Correct

upvoted 2 times

  **som\_420** 1 year, 6 months ago

**Selected Answer:** *CDF*

Correct

upvoted 2 times

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.

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Implementation ebook page 30: The associated Admin role for each HR plugin is automatically added to the system Admin role so that they may assist with the initial implementation. After the implementation is complete, these roles may be removed from the Admin role for added security.

Also page 17 of the HR Fundamentals ebook.

upvoted 2 times

🗨️ 👤 **POOH1213** 11 months, 2 weeks ago

Correct

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

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.

**Suggested Answer: A**

Community vote distribution

C (100%)

🗨️ **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: C**

Correct Answer : C  
upvoted 5 times

🗨️ **MarlyB** Most Recent 9 months, 1 week ago

**Selected Answer: C**

It must be C with these options, but this is what the HR Implementation ebook (page 16) says: Customizations that reference a script include can lead to RCA errors when upgrading. To help prevent this issue, you can Add the appropriate RCA record / Reset the script include's caller access to none.  
upvoted 3 times

🗨️ **POOH1213** 11 months, 2 weeks ago

Correct Answer : C  
upvoted 1 times

🗨️ **XanderLay** 1 year, 1 month ago

C 100%  
upvoted 1 times

🗨️ **rex11** 1 year, 2 months ago

C is correct  
upvoted 1 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

c correkt  
upvoted 1 times

🗨️ **bizonnen** 1 year, 3 months ago

**Selected Answer: C**

C, definitely  
upvoted 1 times

🗨️ **CLowe** 1 year, 4 months ago

Absolutely C  
upvoted 1 times

🗨️ **BeepBopBoop** 1 year, 6 months ago

Definitely C  
upvoted 1 times

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

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

**Suggested Answer:** ADF

*Community vote distribution*

ADF (100%)

  **MarlyB** 9 months, 1 week ago

**Selected Answer:** ADF

HR Implementation ebook page 34  
upvoted 3 times

  **OyaO** 10 months, 3 weeks ago

**Selected Answer:** ADF

From implementation training book: "Configuration View: set configurations through the corresponding forms, lists, properties, etc. It also provides access to contextual embedded help, contextual documentation on the ServiceNow product documentation site, and guided tour (if available for an activity)."  
upvoted 1 times

  **som\_420** 1 year, 6 months ago

**Selected Answer:** ADF

correct  
upvoted 1 times

What method needs to be invoked from MatchingRuleProcessor class?

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)

 **schaparro** 1 year, 3 months ago

**Selected Answer: A**

The correct Answer is A

Reference: [https://docs.servicenow.com/csh?topicname=t\\_InvokeMatchingRuleAPI.html&version=latest](https://docs.servicenow.com/csh?topicname=t_InvokeMatchingRuleAPI.html&version=latest)

upvoted 1 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

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.

**Suggested Answer:** C

*Community vote distribution*

C (100%)

 **brownbear324** 7 months ago

**Selected Answer: C**

answer is HR Service. HR Fundamentals ebook pg. 140: "If an HR Service only needs to be available to HR Professionals, only the HR Service configuration is necessary."

upvoted 1 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

correct

upvoted 1 times

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

**Suggested Answer:** C

Community vote distribution

A (100%)

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer:** A

Correct Answer : A  
upvoted 8 times

 **randyFarmer** Most Recent 4 months, 2 weeks ago

**Selected Answer:** A

From the guide: The Knowledge bases searched for the Knowledge results section on an HR Case are determined by the Contextual Search configuration.  
upvoted 2 times

 **MarlyB** 9 months, 1 week ago

**Selected Answer:** A

HR Implementation ebook page 187  
upvoted 2 times

 **OyaO** 10 months, 3 weeks ago

**Selected Answer:** A

From the implementation training book: "The Knowledge bases searched for the Knowledge results section on an HR Case are determined by the Contextual Search configuration"  
upvoted 3 times

 **XanderLay** 1 year, 1 month ago

A 100%  
upvoted 3 times

 **Lucky62** 1 year, 3 months ago

**Selected Answer:** A

A correct  
upvoted 3 times

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.

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Implementation ebook page 31

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 1 times

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

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ **sunnydayz** 1 year, 2 months ago

There seems to be a contradiction in the documentation and the settings:

This note indicates it's B:

[https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/tokyo-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

But it depends on a property to deny access which is turned on by default - that seems to indicate it's C:

[https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeProperties.html](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeProperties.html)

upvoted 1 times

🗨️ **bleckjeckkk** 1 year, 1 month ago

based in the description for [glide.knowman.block\_access\_with\_no\_user\_criteria] "Enter the value as true to deny \*contribute access\* to a knowledge base when Can Contribute or Can Read user criteria isn't set."

The default value for the property is "true"

Based on this description, I believe B is still the correct answer.

upvoted 1 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: B**

correct

upvoted 1 times

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.

**Suggested Answer:** D

*Community vote distribution*

A (100%)

  **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: A**

I think the right answer is A  
upvoted 5 times

  **randyFarmer** Most Recent 4 months, 2 weeks ago

**Selected Answer: A**

Template field is on the HR Service record and the Record Producer, but for HR, the record to update is HR Service so A is correct.  
upvoted 1 times

  **SND\_EU** 6 months, 4 weeks ago

**Selected Answer: A**

A IS CORRECT  
upvoted 1 times

  **XanderLay** 1 year, 1 month ago

the answer is A  
upvoted 3 times

  **bizonnen** 1 year, 3 months ago

**Selected Answer: A**

A it should be  
upvoted 3 times

  **CLowe** 1 year, 4 months ago

Answer is A  
HR Service Record  
upvoted 4 times

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.

**Suggested Answer:** AEF

Community vote distribution

CEF (100%)

  **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer:** CEF

I think answer should be - CEF  
upvoted 5 times

  **randyFarmer** Most Recent 4 months, 2 weeks ago

**Selected Answer:** CEF

CEF - confirmed in my instance.  
upvoted 1 times

  **MarlyB** 9 months, 1 week ago

**Selected Answer:** CEF

[https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/c_HRProfileSecurity.html)  
upvoted 1 times

  **POOH1213** 11 months, 2 weeks ago

CEF is correct  
upvoted 3 times

  **Lucky62** 1 year, 3 months ago

**Selected Answer:** CEF

CEF is korrekt  
upvoted 3 times

  **CLowe** 1 year, 4 months ago

Colleagues can be found in Related Lists  
Answer is CEF  
upvoted 3 times

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

**Suggested Answer:** C

*Community vote distribution*

A (100%)

🗨️ **MarlyB** 9 months, 2 weeks ago

**Selected Answer: A**

Page 197 implementation ebook  
upvoted 3 times

🗨️ **OyaO** 10 months, 3 weeks ago

**Selected Answer: A**

From the implementation training book:

Major Configuration: Applies to any customer that wants to make significant changes to the base instance. These customers often have a large employee populations, varied business units with varying business needs, and/or is global. These customers may need custom integrations or language translations.

Drastic Configuration: Applies to any customer who suggests they would need exorbitant changes to the base instance. These customers often have a huge employee population, complex organizational structures  
upvoted 3 times

🗨️ **CLowe** 1 year, 4 months ago

A is correct.

Page 35 in HR Implementation eBook (Rome)  
upvoted 3 times

🗨️ **rickyrikk** 1 year, 6 months ago

**Selected Answer: A**

Definitely A  
upvoted 4 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Should be A  
upvoted 4 times

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]

**Suggested Answer: B**

*Community vote distribution*

B (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: B**

HR Implementation ebook page 185: Because questions on the employee form are built using the survey designer, the answers collected are saved to the Metric Result table

upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: B**

Correct

upvoted 2 times

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/employee-center/concept/upgrades-to-knowledge-article-translation-behavior-in-connected-content.html>

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

Correct

upvoted 2 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)



🗉 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 132

upvoted 1 times

🗉 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Correct

upvoted 2 times

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]

**Suggested Answer: A**

*Community vote distribution*

B (100%)

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: B**

Correct Answer is B

upvoted 5 times

 **MarlyB** Most Recent 9 months, 1 week ago

**Selected Answer: B**

HR Fundamentals ebook page 74: Data associated with the HR profile is stored confidentially and is only viewable by HR professionals with the Profile Reader (sn\_hr\_core.profile\_reader) role.

upvoted 2 times

 **Lucky62** 1 year, 3 months ago

**Selected Answer: B**

B is correct

upvoted 2 times

 **CLowe** 1 year, 4 months ago

Definitely B

upvoted 2 times

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

**Suggested Answer: A**

*Community vote distribution*

A (100%)



  **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 167: to select User Criteria on the Knowledge article level, the HR Admin will need to add the Can Read and Cannot Read fields to the Knowledge Article form.

upvoted 1 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Correct

upvoted 2 times

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.

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 53

upvoted 1 times

🗨️ 👤 **stophs** 1 year, 3 months ago

**Selected Answer: D**

d is correct\$

[https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c\\_ClientRoles.html](https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/c_ClientRoles.html)

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 2 times

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

**Suggested Answer:** B

*Community vote distribution*

B (100%)

  **stophs** 1 year, 3 months ago

**Selected Answer: B**

b is correct

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/core-configuration/concept/guided-setup.html>

upvoted 1 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: B**

Correct

upvoted 2 times

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/PDFTemplate.html>  
upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

correct  
upvoted 2 times

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

**Suggested Answer:** B

*Community vote distribution*

B (100%)



 **MarlyB** 9 months, 1 week ago

**Selected Answer: B**

HR Implementation ebook page 186: The Link Generator is used to create a link on the HR Case form that hyperlinks to an external site.

upvoted 1 times

 **som\_420** 1 year, 6 months ago

**Selected Answer: B**

correct

upvoted 2 times

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

**Suggested Answer: A**

*Community vote distribution*

C (82%)

A (18%)

 **mSimrat** 7 months, 3 weeks ago

C is correct

upvoted 1 times

 **mSimrat** 7 months, 3 weeks ago

In the PDF Document Template record, you'll find a related list called "Field Maps". Here, you can create new records to map each PDF form field to a ServiceNow field. You do this by specifying the PDF form field's name and selecting the corresponding ServiceNow field.

upvoted 2 times

 **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

HR Fundamentals ebook page 134

upvoted 1 times

 **OyaO** 10 months, 3 weeks ago

**Selected Answer: C**

From the fundemantals training book:

he HR Leadership team wants to personalize PDF documents by using field mapping to pre-fill information from ServiceNow tables into HR Document Templates.

upvoted 1 times

 **nezioly** 1 year ago

**Selected Answer: C**

C is correct one.

upvoted 2 times

 **Swiper** 1 year, 2 months ago

**Selected Answer: C**

C is correct

upvoted 2 times

 **Luwei222** 1 year, 2 months ago

C is correct answers

upvoted 3 times

 **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

C is correct

<https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/PDFTemplateMapping.html>

upvoted 3 times

 **hrsd\_geek** 1 year, 3 months ago

correct answer is C ; mapping field - Field that maps information into your document.

<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/task/edit-pdf-mappings.html>

upvoted 3 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 2 times

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.

**Suggested Answer: A**

*Community vote distribution*

D (100%)

  **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: D**

Correct answer is D  
upvoted 6 times

  **brownbear324** Most Recent 6 months, 1 week ago

**Selected Answer: D**

D is correct. HR Fundamentals ebook p.169  
upvoted 1 times

  **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 169: If the Match All field is checked, the user must satisfy all of the selected criteria to meet the conditions.  
upvoted 1 times

  **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D korrekt  
upvoted 3 times

  **schaparro** 1 year, 3 months ago

**Selected Answer: D**

Correct answer is D  
upvoted 3 times

  **CLowe** 1 year, 4 months ago

Must be D "all" = Match all  
upvoted 3 times

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

**Suggested Answer:** B

*Community vote distribution*

D (100%)

  **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: D**

Correct answer : D

upvoted 7 times

  **MarlyB** Most Recent 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 187: The Knowledge bases searched for the Knowledge results section on an HR Case are determined by the Contextual Search configuration. This means that if a customer has any new HR knowledge bases, those articles will not be returned in the knowledge results section unless the Contextual Search configuration is updated.

upvoted 1 times

  **CLowe** 1 year, 4 months ago

Correct Answer is B.

upvoted 1 times

  **CLowe** 1 year, 4 months ago

p.201 : Correct answer is D: Contextual Search configuration

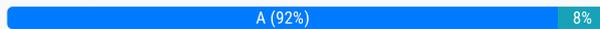
upvoted 4 times

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

**Suggested Answer:** D

Community vote distribution



**som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer:** A

Correct Answer is A  
upvoted 6 times

**Mimmi\_** Most Recent 6 months, 3 weeks ago

**Selected Answer:** A

A is correct  
upvoted 1 times

**MarlyB** 9 months, 1 week ago

**Selected Answer:** A

HR Implementation ebook page 38: the HR Template associated with the HR Service is used to complete the defined fields on the Case form.  
upvoted 2 times

**Lucky62** 1 year, 3 months ago

**Selected Answer:** A

A korrekt  
upvoted 2 times

**hrsd\_geek** 1 year, 3 months ago

correct answer is A, checked on ServiceNow HR service record page is where the HR template will be associated with that HR service  
upvoted 1 times

**stophs** 1 year, 3 months ago

**Selected Answer:** D

d is correct  
<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/hr-template-configuration.html>  
upvoted 1 times

**CLowe** 1 year, 4 months ago

A is correct.  
upvoted 1 times

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

**Suggested Answer:** D

*Community vote distribution*

B (100%)

 **som\_420** Highly Voted 1 year, 6 months ago

**Selected Answer: B**

Correct Answer : B  
upvoted 5 times

 **MarlyB** Most Recent 9 months, 1 week ago

**Selected Answer: B**

HR Implementation ebook page 35: HR Administration --> Properties can be used to configure HR profile fields editable by users (editable fields on HR profile).  
upvoted 2 times

 **POOH1213** 11 months, 2 weeks ago

Correct ans is B  
upvoted 1 times

 **PrasannaV75** 1 year, 1 month ago

B is correct  
upvoted 1 times

 **Lucky62** 1 year, 3 months ago

**Selected Answer: B**

B correct  
upvoted 3 times

 **thru** 1 year, 4 months ago

Page 63 - B is the answer  
upvoted 4 times

 **CLowe** 1 year, 4 months ago

B is correct answer "HR Profile fields editable by users"  
upvoted 3 times

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.

**Suggested Answer: A**

*Community vote distribution*

C (100%)

🗨️ 👤 **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

C correct

upvoted 2 times

🗨️ 👤 **thru** 1 year, 4 months ago

C - <https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/configure-hr-case-template.html>

upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

Correct Answer : C

upvoted 4 times

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

**Suggested Answer:** B

*Community vote distribution*

B (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: B**

HR Implementation ebook page 179: Enterprise Service Management Integrations Framework provides a way to build HR integrations using the Flow Designer.

upvoted 1 times

🗨️ 👤 **stophs** 1 year, 3 months ago

**Selected Answer: B**

B IS CORRECT

<https://docs.servicenow.com/en-US/bundle/utah-employee-service-management/page/product/human-resources/concept/hr-integrations-framework.html>

upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: B**

correct

upvoted 1 times

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.

**Suggested Answer:** AB

*Community vote distribution*

AB (100%)

 **MarlyB** 9 months, 1 week ago

**Selected Answer:** AB

HR Implementation ebook page 32

upvoted 1 times

 **som\_420** 1 year, 6 months ago

**Selected Answer:** AB

correct

upvoted 1 times

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

**Suggested Answer: D**

*Community vote distribution*

A (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 116: Only the assigned HR professional can manually generate the associated HR Document on a Case.  
upvoted 2 times

🗨️ **tymoN** 1 year ago

**Selected Answer: A**

A is correct  
upvoted 1 times

🗨️ **PrasannaV75** 1 year, 1 month ago

A is correct  
upvoted 1 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: A**

A correct  
upvoted 1 times

🗨️ **CLowe** 1 year, 4 months ago

Answer is A  
upvoted 1 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: A**

I think the right answer is A - only the assigned to person, as the visibility of the UI action button is usually restricted to the assigned to. The assigned to clicks preview, then afterwards a pop up window is generated displaying the document then there is generate button  
upvoted 3 times

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

- 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]

**Suggested Answer:** C

*Community vote distribution*

D (100%)

🗨️ **randyFarner** 4 months, 2 weeks ago

**Selected Answer: D**

from my instance: Roles: sn\_hr\_integrations.admin  
upvoted 1 times

🗨️ **foolishsoul4556** 8 months, 2 weeks ago

**Selected Answer: D**

Answer C wouldn't make sense as you are able to remove any HR capabilities from a System Administrator who has the admin role and they still wouldn't be able to access the HR integrations as such sn\_hr\_integrations.admin role is required.  
upvoted 2 times

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Implementation ebook page 172: It also creates a scoped Integrations Admin [sn\_hr\_integrations.admin] role that is required to configure the application.  
upvoted 1 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D correct  
upvoted 1 times

🗨️ **CLowe** 1 year, 4 months ago

Answer is D.  
upvoted 1 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: D**

Correct Answer : D  
upvoted 4 times

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]

**Suggested Answer: A**

*Community vote distribution*

D (83%)

A (17%)

🗨️ **XanderLay** 1 year, 1 month ago

**Selected Answer: D**

D is the minimum role required  
upvoted 2 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D is correct as it is asking minimum role.  
upvoted 3 times

🗨️ **schaparro** 1 year, 3 months ago

The correct answer is D.

The Can/Cannot Contribute user criteria are available only for knowledge bases. You can configure the Can/Cannot Read user criteria at the knowledge articles level.

When the article doesn't have User criteria set, then the user criteria of the knowledge base are evaluated. In this scenario, the Knowledge Base was configured with the [sn\_hr\_core.kb\_writer] role in the Can Contribute User Criteria.

Reference: <https://docs.servicenow.com/csh?topicname=user-access-knowledge.html&version=latest>

upvoted 3 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

In which module can the HR admin manage the HR email address for incoming HR requests?

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

[https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/t\\_HRProperties.html](https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/task/t_HRProperties.html)  
upvoted 1 times

🗨️ **XanderLay** 1 year, 1 month ago

**Selected Answer: D**

D is the answer.

First field on the HR Administration > Properties page is:  
General email address for HR requests.

upvoted 1 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 1 times

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

**Suggested Answer: B**

Community vote distribution

D (94%) 6%

  **hrsd\_geek** Highly Voted 1 year, 3 months ago

correct answer is D - immediately. Scheduled jobs for creating bulk hr cases has been deprecated.

<https://docs.servicenow.com/bundle/tokyo-employee-service-management/page/product/human-resources/concept/bulk-case.html>

upvoted 10 times

  **XanderLay** Highly Voted 1 year, 1 month ago

**Selected Answer: D**

Answer is D but technically they're not ALL created immediately.

The request is queued and they are asynchronously created in the background

upvoted 8 times

  **mailnafora** Most Recent 7 months ago

**Selected Answer: D**

In here D, but there should be answer E stating that request is queued and delivered asynchronously.

upvoted 2 times

  **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 109: When you submit a Bulk Case request, it is added to a queue and they are asynchronously in the background

upvoted 3 times

  **Lucky62** 1 year, 3 months ago

**Selected Answer: D**

D correct

upvoted 1 times

  **stophs** 1 year, 3 months ago

**Selected Answer: D**

d is correct

upvoted 2 times

  **som\_420** 1 year, 6 months ago

**Selected Answer: B**

correct

upvoted 1 times

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Fundamentals ebook page 67

upvoted 1 times

🗨️ **XanderLay** 1 year, 1 month ago

**Selected Answer: D**

Answer is D.

Assignment rule is trigger only if Assignment Group is empty (it does not use state or assigned to).

Matching rule is triggered after the assignment rule to find the assignment group member with the necessary skills, in the appropriate country, and with the least workload.

upvoted 2 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: D**

correct

upvoted 1 times

Which of the following are predefined Dashboards that are installed with HR Case Management? (Choose three.)

- A. Manager Dashboard
- B. Overview
- C. Workforce Administration Dashboard
- D. Onboarding Dashboard
- E. Employee Relations Cases Dashboard
- F. HR Case Dashboard

**Suggested Answer:** ABD

*Community vote distribution*

ABF (100%)

🗨️ **randyFarner** 4 months, 2 weeks ago

**Selected Answer: ABF**

from my instance  
upvoted 1 times

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: ABF**

HR Fundamentals ebook page 202: There are several pre-defined HR Dashboards available. HR Professionals with the HR Basic role can access the HR Case and HR Agent dashboards, while HR Managers can access the HR Overview and Manager dashboards.  
upvoted 3 times

🗨️ **XanderLay** 1 year, 1 month ago

**Selected Answer: ABF**

ABF is the answer. Searched the application navigator, those are the only 3 reports displayed under the HR Dashboards & Reports application out of box.  
upvoted 3 times

🗨️ **CLowe** 1 year, 4 months ago

**Selected Answer: ABF**

ABF correct answer  
upvoted 2 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: ABF**

Correct Answer is ABF  
upvoted 4 times

ServiceNow has identified 3 maturity levels for an HR customer.

What are they?

- A. Managed Interactions, Self-Reliance, Smart Services
- B. Managed Interactions, Self-Help, Advanced Services
- C. No automation, Self-reliance, Smart Services
- D. Managed Interactions, Self-Reliance, Automated Services

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Implementation ebook page 196

upvoted 2 times

🗨️ 👤 **XanderLay** 1 year, 1 month ago

**Selected Answer: A**

A is the answer.

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

When using the Generate HR Profiles module to create HR Profiles, what field must be completed to ensure the employees are granted the appropriate Client Role?

- A. Employment type
- B. Profile type
- C. Employee type
- D. User type

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ 👤 **XanderLay** 1 year, 1 month ago

**Selected Answer: A**

A is right

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

What does the employee utilize when submitting a self-service request to the HR Organization?

- A. HR Catalog
- B. HR Skills
- C. HR Template
- D. HR Profile

**Suggested Answer: A**

*Community vote distribution*

A (100%)



🗨️ 👤 **XanderLay** 1 year, 1 month ago

**Selected Answer: A**

A is right

upvoted 1 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct

upvoted 1 times

What is the primary purpose of HR Topic Categories?

- A. They group common HR Services.
- B. They group common HR templates.
- C. They group common HR employees.
- D. They group common HR Catalog Items.

**Suggested Answer: A**

*Community vote distribution*

A (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 139: Topic Category represents the first-level bucket to group HR Services.  
upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: A**

correct  
upvoted 1 times

What are the benefits of the HR application being scoped? (Choose three.)

- A. Provides an additional layer of control over HR data.
- B. Allows HR Admins to configure the HR application.
- C. HR department has more autonomy to manage all aspects of HRSD.
- D. Allows the System Administrator complete control.
- E. HR department has full control of the global application.

**Suggested Answer:** BDE

Community vote distribution

ABC (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer:** ABC

HR Fundamentals ebook page 15:

Scoped applications provide an additional layer of control over HR data. HR can move at their desired pace, independent of IT. Provides HR the autonomy and control needed to configure and manage all aspects of the HR application and Employee Center Pro. Confidential information is hidden from System Administrator and users who are not HR personnel.

upvoted 3 times

🗨️ 👤 **XanderLay** 1 year, 1 month ago

**Selected Answer:** ABC

Answer is ABC.

The last 2 choices are incorrect.

upvoted 3 times

🗨️ 👤 **Lucky62** 1 year, 3 months ago

**Selected Answer:** ABC

ABC correct

upvoted 2 times

🗨️ 👤 **CLowe** 1 year, 4 months ago

**Selected Answer:** ABC

These make sense...ABC

upvoted 2 times

🗨️ 👤 **MrBravo** 1 year, 5 months ago

It is obviously ABC.

upvoted 2 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer:** ABC

Correct answer is ABC

upvoted 2 times

The HR Admin [sn\_hr\_core.admin] role allows the user to add members to groups.  
What additional role is needed for an HR Admin to remove users from groups?

- A. User Admin [user\_admin]
- B. User Writer [user\_writer]
- C. User Reader [user\_reader]
- D. HR User Admin [hr\_user\_admin]

**Suggested Answer:** D

Community vote distribution

A (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Implementation ebook page 162: Only a user with the user\_admin role may add and remove roles from a user or group. In the base instance, the HR Admin role does not include the User Admin role.

upvoted 2 times

🗨️ **XanderLay** 1 year, 1 month ago

**Selected Answer: A**

Answer is A.

pg. 162 in Tokyo implementation ebook.

upvoted 1 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: A**

A correct

upvoted 1 times

🗨️ **CLowe** 1 year, 4 months ago

**Selected Answer: A**

A: User Admin

upvoted 1 times

🗨️ **som\_420** 1 year, 6 months ago

**Selected Answer: A**

Correct Answer is A

upvoted 3 times

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

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

**Suggested Answer:** C

*Community vote distribution*

C (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

HR Fundamentals ebook page 111: the table and conditions selected on the Response Template record determine which Response Templates are available to use on an HR case

upvoted 2 times

🗨️ 👤 **ScareKrow\_45** 1 year, 2 months ago

C. The table and conditions on the Response Template record is Correct

upvoted 3 times

🗨️ 👤 **som\_420** 1 year, 6 months ago

**Selected Answer: C**

correct

upvoted 2 times

At what level is User Criteria set to control who can read and edit knowledge articles?

- A. In either the Knowledge Base or Article.
- B. In the Knowledge Article only.
- C. In the User record.
- D. In the Knowledge Base only.

**Suggested Answer: A**

*Community vote distribution*

A (100%)



 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 167: User Criteria can determine which Knowledge base, Knowledge articles or Knowledge blocks employees can access.

upvoted 2 times

How many COEs may be associated with an HR Service?

- A. 5
- B. 1
- C. unlimited
- D. 10

**Suggested Answer:** B

*Community vote distribution*

B (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: B**

HR Fundamentals ebook page 107: Each HR Service is associated with only one COE table.

upvoted 1 times

🗨️ 👤 **tomidebay** 1 year, 4 months ago

1 is correct

upvoted 1 times

🗨️ 👤 **MrBravo** 1 year, 5 months ago

Think B, "1" is correct.

upvoted 1 times

🗨️ 👤 **Lybla** 1 year, 5 months ago

Correct Answer is C

upvoted 1 times

Which module provides a user-friendly interface for creating new HR Skills and assigning HR skills to members of the HR department?

- A. Skills Routing
- B. Skills Management
- C. Manage HR Skills
- D. Skills Definition

**Suggested Answer: B**

*Community vote distribution*

C (100%)

🗨️ **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

HR Fundamentals ebook page 64: The Manage HR Skills module provides a user-friendly interface for creating new HR Skills and assigning HR Skills to members of the HR department.

upvoted 2 times

🗨️ **OyaO** 10 months, 3 weeks ago

**Selected Answer: C**

There is Manage HR Skills module, not the others

upvoted 1 times

🗨️ **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

C correct

upvoted 2 times

🗨️ **tsquare2** 1 year, 3 months ago

**Selected Answer: C**

Manage HR skills, C.

upvoted 3 times

🗨️ **stophs** 1 year, 3 months ago

[https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/t\\_CreateOrModifyHRSkills.html](https://docs.servicenow.com/bundle/utah-employee-service-management/page/product/human-resources/task/t_CreateOrModifyHRSkills.html)

upvoted 1 times

🗨️ **CLowe** 1 year, 4 months ago

**Selected Answer: C**

Answer is C

upvoted 2 times

🗨️ **MrBravo** 1 year, 5 months ago

Manage HR skills, C.

upvoted 3 times

🗨️ **Lybla** 1 year, 5 months ago

correct answer is C

upvoted 3 times

Which table is considered the core table for all HR Case records?

- A. Skill [cmn\_skill]
- B. Incident [incident]
- C. HR Task [sn\_hr\_core.task]
- D. HR Case [sn\_hr\_core\_case]
- E. HR Profile [sn\_hr\_core\_profile]

**Suggested Answer:** D

*Community vote distribution*

D (100%)



 **nezlioly** 1 year ago

**Selected Answer: D**

Correct answer is D

<https://www.servicenow.com/community/hrsd-forum/which-table-is-considered-the-core-table-for-all-hr-case-records/m-p/1315413>

upvoted 1 times

 **MrBravo** 1 year, 5 months ago

D is obviously correct.

upvoted 1 times

 **Lybla** 1 year, 5 months ago

Answer is C

upvoted 1 times

Which HR Role is typically granted to all HR Support staff, at a minimum?

- A. HR Admin [sn\_hr\_core.admin]
- B. HR Basic [sn\_hr\_core.basic]
- C. HR KB Writer [sn\_hr\_core.kb\_writer]
- D. Document Management User [document\_management\_user]

**Suggested Answer:** B

*Community vote distribution*

B (100%)



 **MarlyB** 9 months, 1 week ago

**Selected Answer: B**

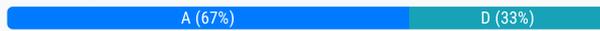
HR Fundamentals ebook page 17: The HR Basic role is required, at a minimum, for an HR Professional to access HR Applications.  
upvoted 1 times

A user with only the HR Admin [sn\_hr\_core.admin] role can save and modify which copies of existing reports?

- A. All
- B. Global
- C. Group
- D. Personal

**Suggested Answer: A**

*Community vote distribution*



🗨️ **randyFarner** 4 months, 2 weeks ago

**Selected Answer: A**

tested as HR Admin in my instance  
upvoted 2 times

🗨️ **1ce8087** 5 months, 4 weeks ago

definitely A  
upvoted 1 times

🗨️ **shaik\_776** 6 months, 1 week ago

D is correct  
upvoted 1 times

🗨️ **UmakantSawant** 6 months, 3 weeks ago

**Selected Answer: D**

D is correct  
upvoted 1 times

What is the difference between a configuration and a customization?

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

**Suggested Answer:** *D*

  **1ce8087** 5 months, 4 weeks ago

D is correct

upvoted 1 times

Which Service Portal configuration option is used to customize the logo, theme, and title of the HR Service Portal?

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

**Suggested Answer:** D

*Community vote distribution*

D (100%)



 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Implementation ebook page 206: Select Branding Editor

upvoted 2 times

What is the minimum role required to access the HR Properties module?

- A. HR Manager [sn\_hr\_core.manager]
- B. LE Admin [sn\_hr\_le.admin]
- C. Admin [admin]
- D. HR Admin [sn\_hr\_core.admin]

**Suggested Answer:** D

*Community vote distribution*

D (100%)

 **1ce8087** 5 months, 4 weeks ago

D is correct

[https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/task/t\\_HRProperties.html](https://docs.servicenow.com/bundle/washingtondc-employee-service-management/page/product/human-resources/task/t_HRProperties.html)  
upvoted 1 times

 **MarlyB** 9 months, 1 week ago

**Selected Answer: D**

HR Implementation ebook page 35: The HR Properties module allows HR Administrators to control the overall behavior of the HRSD application  
upvoted 2 times

The HR Case [sn\_hr\_core\_case] table is an extension of what?

- A. Incident table
- B. Case table
- C. Task table
- D. Lifecycle Events table

**Suggested Answer: B**

*Community vote distribution*

C (100%)

🗳️ 👤 **Raj9122** 7 months ago

Task table, C

upvoted 3 times

🗳️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: C**

HR Implementation ebook page 32: The HR Core Cas [sn\_hr\_core\_case] table is an extension of the Task table.

upvoted 3 times

🗳️ 👤 **nezlioly** 1 year ago

**Selected Answer: C**

Task table, C

upvoted 1 times

🗳️ 👤 **Dela803** 1 year ago

**Selected Answer: C**

C for sure,

upvoted 1 times

🗳️ 👤 **tymoN** 1 year ago

**Selected Answer: C**

C for sure

upvoted 1 times

🗳️ 👤 **Lucky62** 1 year, 3 months ago

**Selected Answer: C**

C task table

upvoted 1 times

🗳️ 👤 **CLowe** 1 year, 4 months ago

**Selected Answer: C**

Task Table... C

upvoted 1 times

🗳️ 👤 **CLowe** 1 year, 4 months ago

Definitely C - Task Table

upvoted 1 times

🗳️ 👤 **Divya\_Siva** 1 year, 5 months ago

Task Table

upvoted 1 times

🗳️ 👤 **rickyrikk** 1 year, 6 months ago

Correct Answer Should be : C (Task Table)

upvoted 1 times

What role is required to assign scoped HR roles?

- A. HR Admin [sn\_hr\_core.admin]
- B. HR Manager [sn\_hr\_core.manager]
- C. LE Admin [sn\_hr\_le.admin]
- D. HR Basic [sn\_hr\_core.basic]

**Suggested Answer:** A

 **1ce8087** 5 months, 4 weeks ago

A. HR Admin [sn\_hr\_core.admin]

[https://support.servicenow.com/kb?](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0691402#:~:text=Scoped%20HR%20roles%20can%20be,of%20the%20scoped%20HR%20role.)

[id=kb\\_article\\_view&sysparm\\_article=KB0691402#:~:text=Scoped%20HR%20roles%20can%20be,of%20the%20scoped%20HR%20role.](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0691402#:~:text=Scoped%20HR%20roles%20can%20be,of%20the%20scoped%20HR%20role.)  
upvoted 1 times

The customer you are implementing has purchased HR Service Delivery Enterprise which includes Enterprise Onboarding and Transitions. Which plugin must be activated to utilize Enterprise Onboarding and Transitions?

- A. Human Resources Scoped App: Lifecycle Events [com.sn\_hr\_lifecycle\_events]
- B. Employee Document Management [com.sn\_employee\_document\_management]
- C. Human Resources Scoped App: Core [com.sn\_hr\_core]
- D. Employee Service Center [com.sn\_hr\_service\_portal]

**Suggested Answer: A**

Community vote distribution

A (100%)

🗨️ 👤 **MarlyB** 9 months, 1 week ago

**Selected Answer: A**

HR Fundamentals ebook page 14

upvoted 1 times

🗨️ 👤 **bleckjeckkk** 1 year ago

**Selected Answer: A**

Enterprise Onboarding and Transitions is comprised of two plugins. Depending on the HR Service Delivery package you choose, activate one or both of the plugins.

\* Lifecycle Events

[com.sn\_hr\_lifecycle\_events]

\* Lifecycle Events for Enterprise

[com.sn\_hr\_lifecycle\_ent]

<https://docs.servicenow.com/bundle/vancouver-employee-service-management/page/product/human-resources/concept/understanding-enterprise-onboarding-and-transitions.html>

upvoted 2 times