

# **ServiceNow**

## **CIS-HR Exam**

**Certified Implementation Specialist-Human Resources**

**Questions & Answers  
(Demo Version – Limited Content)**

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# Version: 8.0

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## Question: 1

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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

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**Answer: A,C,F**

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## Question: 2

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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.

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**Answer: C**

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Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t\\_HRRRemoveAdminRole.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_HRRRemoveAdminRole.html)

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## Question: 3

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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

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**Answer: B,D,F,G**

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Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t\\_CreateBulkCases.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/t_CreateBulkCases.html)

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**Question: 4**

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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: A**

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Reference:

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

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**Question: 5**

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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

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**Answer: A**

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Reference:

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

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