

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

Certified Implementation Specialist-Human Resource

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## QUESTION 1

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

Correct Answer: D

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/c\\_ClientRoles.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/c_ClientRoles.html)

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## QUESTION 2

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]

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/concept/employee-form-configuration.html>

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## QUESTION 3

When is the Record producer field needed on the HR Service record?

- A. When the HR professional will be creating Cases on behalf of the employee
- B. When you want the employee to request the HR Service from the Employee Service Center
- C. It is always a required field
- D. There is no Record producer held on the HR Service record

Correct Answer: B

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## QUESTION 4

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

Correct Answer: C

Reference: [https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/t\\_GenHRProfile.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/humanresources/task/t_GenHRProfile.html)

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## QUESTION 5

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment.

Why?

- A. It indicates who should sign the document
- B. It indicates who generated the document
- C. It indicates the Opened for user
- D. It indicates who the document is about

Correct Answer: B

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