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QUESTION 1

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

Correct Answer: D

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

QUESTION 2

Which plugin when paired with HRSD, delivers storage space, filing system, and functionality to purge and retrieve documents?

A. Employee Journey Management

B. Employee Document Management

C. Employee Document Enterprise

D. Document Keeper

Correct Answer: B

QUESTION 3

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that a new button on the HR case, created using the Link Generator application, is not displaying the appropriate web page. Instead, they get a Page Not Found error. You have verified that the Link configuration and script are both accurate.

What else must be done to allow the Link to work?

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 link 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 link to work.

Correct Answer: C

QUESTION 4

If the HR Administrator group has been tasked with collecting Performance Analytics data, what additional role should be granted to the group?

A. Performance Analytics Data Collector [pa_data_collector]

B. Performance Analytics Administrator [pa_admin]

C. Performance Analytics Threshold Admin [pa_threshold_admin]

D. System Administrator [admin]

Correct Answer: B

QUESTION 5

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

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#PDFTemplate

QUESTION 6

Which base instance application delivers the results of current state metrics?

A. Employee Center

B. Performance Analytics

C. HR Reports

D. HR Integrations

Correct Answer: B

QUESTION 7

Which field on the HR Service record defines which HR Catalog Item is associated with the Service?

A. COE

B. Topic Detail

C. Template

D. Record Producer

Correct Answer: D

QUESTION 8

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

Correct Answer: AC

Reference: https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#DocumentTypes

QUESTION 9

Which ServiceNow feature is used to create pulse surveys?

A. Employee Forums

B. Learning Posts

C. Listening Posts

D. Employee Forms

Correct Answer: C

QUESTION 10

What defines the path the Case or HR Task will take when it is escalated?

A. Assignment Rules

B. Business Rules

C. Matching Rules

D. Escalation Rules

Correct Answer: D

QUESTION 11

Which HRSD application synchronizes ServiceNow with external HR systems?

A. HR Integrations

B. Core HR Application

C. Lifecycle Events

D. Employee Center Pro

Correct Answer: A

QUESTION 12

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

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

A. Create a new lifecycle event for each of the dependent items

B. Create separate trigger conditions for each of the dependent activities

C. Create activity containers for the dependent items

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

Correct Answer: C

QUESTION 13

How can a PDF document on an active HR case be generated? (Choose two.)

A. Autogenerated by system configuration

B. By the Subject Person\\'s manager

C. By the employee

D. By the Assigned to person

Correct Answer: BD

QUESTION 14

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

A. HR Integration Service

B. HR Schema Mapping

C. Sources

D. HR Webservices

Correct Answer: C

QUESTION 15

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

Correct Answer: D

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