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QUESTION 1

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

A. Caller Denial

B. Caller Tracking

C. Caller Restriction

D. Caller Allowed

Correct Answer: C

QUESTION 2

The customer has a group of developers who will be tasked with making subprod updates to the HR Integrations application. Customer policy states these developers cannot be granted the System Administrator [admin] role. Which of these is the best solution for granting the appropriate access needed to complete development work in the HR application?

A. Grant them delegated developer role to the global application scope

B. Advise the customer this work must be completed in Production

C. Grant them delegated developer role only to the HR Integrations application scope

D. Submit an exception request to allow them to have the Admin role

Correct Answer: C

QUESTION 3

The Lifecycle Events [sn_hr_le_case] table is a direct extension of which table?

A. Talent Management [sn_hr_core_talent_management]

B. HRIT Operations Case [sn_hr_core_case_operations]

C. HR Case [sn_hr_core_case]

D. Task [sc_task]

Correct Answer: C

QUESTION 4

What provides a graphical representation of other tables related to a specific table, either through class extension or reference?

A. System Structure

B. Table Map

C. System Map

D. Schema Map

Correct Answer: D

QUESTION 5

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

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