



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

Certified Implementation Specialist-Human Resource

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### QUESTION 1

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

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### QUESTION 2

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.

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-task-template.html>

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### QUESTION 3

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

Correct Answer: C

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#### QUESTION 4

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.

Correct Answer: A

Reference: [https://docs.servicenow.com/bundle/jakarta-hr-service-delivery/page/product/human-resources/reference/r\\_HRCaseCategories.html](https://docs.servicenow.com/bundle/jakarta-hr-service-delivery/page/product/human-resources/reference/r_HRCaseCategories.html)

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#### QUESTION 5

What kind of records do HR Requests create?

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

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/task/configure-hr-record-producer.html>

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