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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 ServiceNow feature is used to create pulse surveys?

A. Employee Forums

B. Learning Posts

C. Listening Posts

D. Employee Forms

Correct Answer: C

QUESTION 3

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 4

If you select Data type Numeric Scale on the Assessment Metric (Survey Question) form there is a Scale definition field made visible.

What does it mean to select High for the Scale definition?

A. It means a high score is bad

B. It means a high score is good

C. There is no option for Scale definition

D. There is no option for High

Correct Answer: B

QUESTION 5

If an HR Service needs to be accessible to employees on the Employee Center, which field must be completed on the HR Service record?

A. Record Producer

B. Taxonomy Topic

C. Catalog item

D. Checklist

Correct Answer: C

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