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### Question: 1

An HR Admin without the System Admin role can do what? (Choose three.)

- A. Grant roles to users or groups
- B. Modify the HR Administration > Properties
- C. Reset user passwords
- D. Create HR Criteria
- E. Configure business rules
- F. Add users to groups

**Answer: A,C,F**

### Question: 2

After the HR Admin [sn\_hr\_core.admin] role has been removed from the Admin role, how may a user with only the Admin role add members to HR groups?

- A. The Admin must elevate their role to security\_admin to add members to HR groups.
- B. The Admin follows the same process as with any group membership change.
- C. The Admin can no longer add members to HR groups.
- D. The Admin must impersonate an HR Admin to add members to HR groups.

**Answer: C**

Reference:

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

### Question: 3

In the Create Bulk Cases module, which Filter by options are available in the dropdown? (Choose four.)

- A. Document Template
- B. Upload File
- C. HR Service Template
- D. User Criteria
- E. HR Template
- F. HR Profiles
- G. HR Criteria

**Answer: B,D,F,G**

Reference:

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

**Question: 4**

If you have both Admin and HR Admin roles and wanted to configure an Access Control for the Employee Relations Cases table, what must first be done?

- A. Add the Delegated Developer role to your User record
- B. From the User dropdown in the banner, elevate your role to security\_admin
- C. Manually add the security\_admin role to your User record
- D. Nothing would need to be done

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_ManageRoles.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_ManageRoles.html)

**Question: 5**

What type of information does the HR Profile contain?

- A. Personal employee data
- B. Group membership and role information
- C. User login and department information
- D. A user's password

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileRecords.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html)

**Question: 6**

How many User Criteria Records may be applied to a single KB or KB Article?

- A. Only two
- B. Only three
- C. Unlimited
- D. Only one

**Answer: A**

Reference:

[https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0550924](https://hi.service-now.com/kb_view.do?sysparm_article=KB0550924)

### Question: 7

In the base ServiceNow instance, how are User Criteria used?

- A. To control which users can access the HR Case application
- B. To control what a user sees in the information and suggested reading widgets
- C. To control read and write access to Knowledge bases and articles
- D. To control which users can access the HR Service Portal

**Answer: C**

Reference:

[https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

### Question: 8

Which of the following are true for an HR application as it relates to the User [sys\_user] Table and the HR Profile [sn\_hr\_core.profile] Table?

- A. Both are required.
- B. Only HR Profile table is required in HR.
- C. Neither are required.
- D. Only the User table is required in HR.

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c\\_CustomizedProfileInformation.html](https://docs.servicenow.com/bundle/madrid-hr-service-delivery/page/product/human-resources/concept/c_CustomizedProfileInformation.html)

### Question: 9

In the base instance, what determines the conditions a Case must meet before it can be assigned to an agent?

- A. Matching Rules
- B. Client Rules
- C. ACLs
- D. Escalation Rules

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t\\_CreateAnAssignmentRule.html](https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_CreateAnAssignmentRule.html)

**Question: 10**

What role is required, at a minimum, to view confidential HR Profile data?

- A. HR Admin [sn\_hr\_core.admin]
- B. HR Basic [sn\_hr\_core.basic]
- C. LE Admin [sn\_hr\_le.admin]
- D. HR Manager [sn\_hr\_core.manager]

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html)

**Question: 11**

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

**Answer: A,C**

Reference:

[https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c\\_HRDocumentTemplates.html#DocumentTypes](https://docs.servicenow.com/bundle/london-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#DocumentTypes)

**Question: 12**

What are the advantages of removing the HR Admin role from the system Admin role after the HR Implementation tasks have been completed? (Choose two.)

- A. This ensures that HR has control over further HR configurations.
- B. The HR Admin role should remain a part of the system Admin role.
- C. This ensures that confidential HR data is only accessible to users with an HR role.
- D. It is not necessary because the system Admin always has access to all HR data.

**Answer: A,C**

Reference:

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

**Question: 13**

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

**Answer: D**

Reference:

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

**Question: 14**

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

**Answer: D**

Reference:

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

**Question: 15**

What kind of records do HR Requests create?

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

**Answer: D**

Reference:

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

### Question: 16

In the HR Guided Setup Module, why are some tasks locked in the Task view?

- A. They require an elevated role to access.
- B. They are deprecated tasks that should not be completed.
- C. They require other tasks to be completed first.
- D. They require a plugin to be activated first.

**Answer: D**

Reference:

[https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r\\_HRTaskViewPage.html](https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html)

### Question: 17

Which of the following are examples of HR application scopes? (Choose four.)

- A. Human Resources: COE
- B. Human Resources: Core
- C. Human Resources: Knowledge
- D. Human Resources: Integrations
- E. Human Resources: Lifecycle Events
- F. Human Resources: Global
- G. Human Resources: Service Portal

**Answer: B,C,D,F**

### Question: 18

How can an HR Administrator or Content writer limit which employees will see content on the Employee Service Center?

- A. All employees will see the same information
- B. Client roles automatically limit what is visible to employees
- C. Using User Criteria
- D. Using HR Criteria

**Answer: C**

Reference:

<https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/task/CreateModHRContType.html>

**Question: 19**

If the Audience field has been configured on a Lifecycle Event Activity, what will the system do if the subject person does not meet the criteria for that Activity?

- A. the activity must be manually closed by the HR professional
- B. the Lifecycle Event will be canceled
- C. the activity must be manually closed by the Subject person
- D. the activity will be skipped

**Answer: C**

Reference:

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

**Question: 20**

The ServiceNow SIM methodology is based around what generic methodologies?

- A. Waterfall and Rapid Application Development (RAD)
- B. Agile and Waterfall
- C. Prince
- D. Scrum and XP

**Answer: D**

Reference:

[https://community.servicenow.com/community?id=community\\_question&sys\\_id=1dc44be9dbd8dbc01dcaf3231f96198c](https://community.servicenow.com/community?id=community_question&sys_id=1dc44be9dbd8dbc01dcaf3231f96198c)

**Question: 21**

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

- A. Checklist
- B. Fulfiller Instructions
- C. Lifecycle Event type
- D. Record Producer

**Answer: D**

Reference:

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

**Question: 22**

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

**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)

**Question: 23**

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

**Answer: D**

**Question: 24**

If the HR Service does not have any Case options specified, HR Documents must be manually generated for the HR Case. In this situation, who is able to generate an HR document for the Case?

- A. Any HR professional
- B. Only an HR Admin
- C. Only an HR Manager
- D. Only the assigned to person

**Answer: C**

Reference:

[https://community.servicenow.com/community?id=community\\_article&sys\\_id=95ef3353db2b1700feb1a851ca961945](https://community.servicenow.com/community?id=community_article&sys_id=95ef3353db2b1700feb1a851ca961945)

**Question: 25**

When does the HR Template populate information on the HR Case form?

- A. When the Opened for person is selected
- B. When the Assignment group is selected.
- C. When the HR Case Type is selected.
- D. When the HR service is selected on the HR Case Creation form.

**Answer: B**

Reference:

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

### Question: 26

The HR Profile table is used to track information for what Employment types? (Choose three.)

- A. Other
- B. Potential Employee
- C. Full Time Employee
- D. Temporary Employee
- E. Spouse
- F. Contractor

**Answer: C,D,F**

### Question: 27

If the HRSD application is scoped, why can the System Administrator initially access all HR applications after the plugin has been installed?

- A. When the HR plugins are installed, the necessary HR roles are added to the Admin role.
- B. The roles were manually granted by a ServiceNow security user.
- C. The Admin will always have access to all HR tables and data.
- D. The roles were manually granted by an HR Admin.

**Answer: A**

Reference:

[https://community.servicenow.com/community?id=community\\_article&sys\\_id=2a3c8b32dbdfd74054250b55ca961930](https://community.servicenow.com/community?id=community_article&sys_id=2a3c8b32dbdfd74054250b55ca961930)

### Question: 28

Scenario: You have an existing ITSM customer who is now implementing HR Enterprise. In UAT, they discovered that they get an error message about a Read operation from the HR scope to the Global scope being denied. You have verified that each Script Include was written correctly.

What else must be done to allow the Script Includes to work in the HR application?

- 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 script includes 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 script includes to work.

**Answer: A**

Reference:

[https://hi.service-now.com/kb\\_view.do?sysparm\\_article=KB0759087](https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087)

**Question: 29**

In the HR Guided Setup Module, the Configuration View displays which of the following for a Category?  
(Choose three.)

- A. Properties
- B. Gauges
- C. Dashboards
- D. Lists
- E. Overviews
- F. Forms

**Answer: A,D,F**

Reference:

[https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r\\_HRConfigViewPage.html](https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRConfigViewPage.html)

**Question: 30**

What method needs to be invoked from MatchingRuleProcessor class?

- A. processAndGetCandidates
- B. processAndGetUsers
- C. processAndGelList
- D. processAndGetArray

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t\\_InvokeMatchingRuleAPI.html](https://docs.servicenow.com/bundle/newyork-customer-service-management/page/product/customer-service-management/task/t_InvokeMatchingRuleAPI.html)

**Question: 31**

If an HR Service will only be used internally by HR professionals, what is the minimum configuration needed?

- A. HR Service and HR Template.
- B. HR Service, HR Template, and Record Producer.
- C. HR Service.
- D. HR Service, HR Template, Record Producer, and Lifecycle event type.

**Answer: C**

Reference:

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/hr-service-delivery/hr-service-delivery-rns.html>

**Question: 32**

The Knowledge bases searched for the Knowledge results section on an HR Case are determined by what?

- A. Contextual Search configuration
- B. HR Service configuration
- C. HR Criteria configuration
- D. Knowledge Management configuration

**Answer: C**

Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_HRServiceAutomation.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRServiceAutomation.html)

**Question: 33**

When gathering requirements for HR Services, it is best to begin by defining the Service then working upwards, categorizing in progressively more detail. What are the basic categories used?

- A. HR Service, Topic Detail, COE.
- B. HR Service, Topic Category, Activity Category, Activities, COE.
- C. HR Service, Topic Category, COE.
- D. HR Service, Topic Detail, Topic Category, COE.

**Answer: D**

Reference:

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

**Question: 34**

If a knowledge base and its articles have no user criteria selected, a user without a role can do what?

- A. read and contribute articles
- B. read articles, but not contribute
- C. can neither read nor contribute articles
- D. contribute, but not read articles

**Answer: C**

Reference:

[https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUserCriteria.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html)

**Question: 35**

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.

**Answer: D**

Reference:

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

**Question: 36**

What are the key differentiators between an HR Profile record and a User record? (Choose three.)

- A. The HR Profile stores the employee's assigned delegates.
- B. The HR Profile includes group membership information.
- C. The HR Profile includes employee organizational information like Colleagues.
- D. The HR Profile stores login credential information.
- E. The HR Profile may include employee marital status.
- F. The HR Profile is intended to store confidential employee data that is pertinent for HR.

**Answer: A,E,F**

Reference:

[https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileRecords.html](https://docs.servicenow.com/bundle/newyork-hr-service-delivery/page/product/human-resources/concept/c_HRProfileRecords.html)

**Question: 37**

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

**Answer: C**

**Question: 38**

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]

**Answer: B**

Reference:

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

**Question: 39**

With the I18N: Knowledge Management Internationalization Plugin v2 enabled, how are translated Knowledge articles associated with each other so that the user is presented with the article in the selected language?

- A. Article Versions related list
- B. Knowledge feedback related list
- C. Affected Products related list
- D. Translated Versions related list

**Answer: D**

Reference:

[https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c\\_I18NKMInternational.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/concept/c_I18NKMInternational.html)

**Question: 40**

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

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c\\_HRDocumentTemplates.html#PDFTemplate](https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/concept/c_HRDocumentTemplates.html#PDFTemplate)

**Question: 41**

Only users with which role, at a minimum, may view the confidential data on the HR Profiles table?

- A. Profile Writer [sn\_hr\_core.profile\_writer]
- B. Profile Reader [sn\_hr\_core.profile\_reader]
- C. HR Case Writer [sn\_hr\_le.case\_writer]
- D. HR Case Reader [sn\_hr\_le.case\_reader]

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c\\_HRProfileSecurity.html](https://docs.servicenow.com/bundle/orlando-hr-service-delivery/page/product/human-resources/concept/c_HRProfileSecurity.html)

**Question: 42**

What determines if a user can view a Knowledge article?

- A. Can/Cannot Read User Criteria
- B. Can/Cannot Contribute User Criteria
- C. HR Criteria
- D. ACL Rules

**Answer: A**

Reference:

[https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t\\_SelectUCArticle.html](https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledge-management/task/t_SelectUCArticle.html)

**Question: 43**

What do Client Roles define?

- A. Groups for the customer's clients.
- B. Roles that come into force if user uses a browser client.
- C. Named roles (eg VP of Operations, SVP Sales) for a customer's clients.
- D. Access for new hires, employees, alumni, contingent, and contract workers.

**Answer: D**

Reference:

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

#### **Question: 44**

When a Guided Setup task is marked as complete, how can it be reopened?

- A. Closed tasks cannot be reopened
- B. Click the Mark as Incomplete button
- C. Submit a request in HI
- D. Restart the Guided Setup entirely

**Answer: B**

Reference:

[https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r\\_HRTaskViewPage.html](https://docs.servicenow.com/bundle/kingston-hr-service-delivery/page/product/human-resources/reference/r_HRTaskViewPage.html)