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QUESTION 1

In Employee Document Management, which of the following statements is true for legal holds?

- A. Legal Holds are permanent and cannot be removed
- B. Legal Holds may be placed on a group of HR profiles
- C. Legal Holds may be placed on either a Document Type or an individual employee's HR Profile
- D. Legal Holds may be manually placed on individual employee documents

Correct Answer: C

QUESTION 2

Who can generate the PDF document on an active HR Case?

- A. Only the Assigned to person
- B. Only the Subject Person's manager
- C. Only an HR manager
- D. Only the employee

Correct Answer: D

QUESTION 3

What must be updated or loaded into the Customer's instance before importing the stories?

- A. Backlog
- B. Epics
- C. Products
- D. Groups

Correct Answer: B

QUESTION 4

If the Match All field is checked on a User Criteria record, the user:

- A. Must satisfy at least one of the criteria to meet the conditions.
- B. Must satisfy at least of the criteria to meet the conditions.



- C. Must satisfy a majority percentage of the criteria to meet the conditions.
- D. Must satisfy all of the selected criteria to meet the conditions.

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/servicecatalog-management/task/t_CreateAUserCriteriaRecord.html

QUESTION 5

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

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/newyork-servicenow-platform/page/product/knowledgemanagement/task/t_SelectUserCriteria.html

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