



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

Certified Implementation Specialist-Human Resource

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### QUESTION 1

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.

Correct 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)

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### QUESTION 2

Lifecycle Events includes an activity set that can be used to cancel and revert work done in a lifecycle event case. What is this process called?

- A. Reverse
- B. Cancel
- C. Repeal
- D. Rescind

Correct Answer: B

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0656014](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0656014)

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### QUESTION 3

When configuring a PDF Document Template, how does the system map form fields to ServiceNow fields?

- A. The Document field type on the PDF Template Mappings record
- B. The Preview value field on the PDF Template Mappings record
- C. The Mapping field on the PDF Template Mappings record
- D. The Document field on the PDF Template Mappings record

Correct Answer: A

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

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#### QUESTION 4

The customer you will be implementing for wants to utilize Now Mobile.

What is the minimum HR SKU they may purchase that includes Now Mobile?

- A. HR Service Delivery Professional
- B. Now Mobile is a standalone solution
- C. HR Service Delivery Enterprise
- D. HR Service Delivery Standard

Correct Answer: D

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#### QUESTION 5

Which learning task template field allows creation of the short description and description in one or more languages?

- A. Language Table
- B. Description Template
- C. Additional fields
- D. Global descriptions for translations

Correct Answer: D

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