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QUESTION 1

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.

Correct Answer: A

Reference: https://hi.service-now.com/kb_view.do?sysparm_article=KB0759087

QUESTION 2

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 3

After configuration on a Lifecycle Event is complete, what additional configuration is needed to initiate the LE process for an employee?

A. None. The LE will automatically trigger based on its configuration

B. An Event is needed to initiate the LE process

C. A Scheduled Job is needed to initiate the LE process

D. An HR Service is needed to initiate the LE process

Correct Answer: B

QUESTION 4

Which of the following is the key factor in determining the implementation timeline?

A. Configuration complexity

B. Types of integrations

C. Customer location D. Customer business type

Correct Answer: B

QUESTION 5

What are the major HR Service Catalog components? (Choose four.)

A. HR Template

B. Assignment Group

C. HR Catalog Item

D. Matching Rule

E. Record Producer

F. HR Service

G. HR Profile

Correct Answer: ACEF

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