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QUESTION NO: 1

If both the Knowledge Base and the KB article have no "Can Read" User Criteria, what role is required to read the article?

A. HR Basic [sn_hr_core.basic]

B. HR Manager [sn_hr_core.manager]

C. No role is needed

D. HR Admin [sn_hr_core.admin]

ANSWER: C

Explanation:

No role is needed. In ServiceNow Knowledge Management, the *Can Read* user criteria on both the knowledge base and the individual article control whether access is restricted to a defined audience. When neither level contains a *Can Read* criterion, there is no user-criteria-based read restriction imposed by the knowledge configuration. Consequently, a user does not need an HR-specific role such as `sn_hr_core.basic`, `sn_hr_core.manager`, or `sn_hr_core.admin` merely to satisfy knowledge audience access. This reflects the additive access model used for knowledge bases and articles: criteria can be applied at either level when an organization needs to limit visibility, but leaving both levels unrestricted permits read access without a role requirement from those criteria. Administrators should still consider any applicable platform security controls, such as ACLs or portal access configuration, when designing a production experience; however, those are separate from the stated absence of *Can Read* user criteria. See the ServiceNow Knowledge Management documentation and the guidance on creating user criteria.

QUESTION NO: 2

What are the functions of a journey template owner?

Choose 3 answers

A. Restrict inter-departmental transfer of sensitive case details

B. Manage the order and flow of the journey stages and tasks

C. Create task templates for their audience in a simple user-friendly experience

D. Message new hire to welcome them to the team

E. Change only the task templates that they own

ANSWER: B C E

Explanation:

A journey template owner is a business-focused author for HR Service Delivery Journeys. This role is intended to let designated content owners build and maintain the experience for a defined audience without requiring broad platform-administration access. They can manage the order and flow of the journey stages and tasks, which includes organizing the sequence of work and milestones that employees encounter during a journey. They can also create task templates for their audience in a simple user-friendly experience. Task templates define reusable journey activities, including the task content and the audience-relevant work that must be completed. A key ownership boundary is that journey template owners change only the task templates that they own. This supports distributed journey design while retaining accountability for authored content and preventing unintended changes to templates maintained by other owners. These capabilities allow HR teams and other business stakeholders to maintain onboarding, transition, and similar employee journeys as processes evolve. For more information, see the ServiceNow Journey management documentation and the HR Service Delivery product overview.

QUESTION NO: 3

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

ANSWER: D

Explanation:

HR Service Delivery Standard is the minimum HR Service Delivery SKU that includes access to Now Mobile for the HR use case. This licensing level enables an organization to provide employees with a mobile, consumer-style entry point for HR interactions, including accessing relevant services and content through the Now Mobile application. The key point is that Now Mobile capability is included as part of the HR Service Delivery Standard offering, so a customer does not need to purchase a higher HR Service Delivery tier solely to begin using the mobile experience for HR.

During implementation planning, the team should still confirm the customer's current subscription entitlement and the specific mobile experiences, plugins, and configuration required for the target release. Licensing packages and product naming can evolve, and capabilities that extend beyond the core HR mobile experience may have separate prerequisites. However, when selecting the minimum HR SKU identified in this question, HR Service Delivery Standard is the appropriate choice. ServiceNow describes Now Mobile as its mobile application platform at ServiceNow Now Mobile; HR Service Delivery product information is available at ServiceNow HR Service Delivery.

QUESTION NO: 4

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 D E G

Explanation:

ServiceNow HR Service Delivery uses scoped applications to separate HR functionality, data definitions, scripts, and configuration from other platform applications. **Human Resources: Core** provides the foundational HR case-management capabilities and common HR data model. **Human Resources: Integrations** contains HRSD integration capabilities used to exchange relevant employee and HR information with external systems. **Human Resources: Lifecycle Events** supports guided employee journeys and activities for moments such as onboarding, transitions, and offboarding. **Human Resources: Service Portal** provides HR-specific portal components and experiences that enable employees to request services, view information, and interact with HR processes.

These names represent distinct HRSD application scopes, which is important when configuring tables, scripts, access controls, and update content because scope defines an application's boundaries and cross-scope access behavior. Understanding the separation helps implementers place customizations in the appropriate HRSD area while preserving upgradeability and application security. ServiceNow's HRSD product documentation describes the HR capabilities and their configuration context, while the platform documentation explains how application scope isolates application resources and

controls access across scope boundaries. See ServiceNow HR Service Delivery documentation and ServiceNow application scope documentation.

QUESTION NO: 5

Which HRSD application limits agent tasking only within the HR department?

A. Lifecycle Events

B. Lifecycle Events for Enterprise

C. Employee Center

D. HR Performance Analytics

ANSWER: A

Explanation:

Lifecycle Events is the HRSD application designed for managing employee journeys, such as onboarding, transfers, parental leave, and offboarding, when the fulfillment work is handled solely by HR. Its activity sets generate tasks for HR agents and HR groups, keeping the assignment and fulfillment model within the HR department. This is appropriate when each step in a lifecycle journey is owned by HR teams, including activities such as collecting employee information, initiating HR processes, and completing HR-specific case work.

Lifecycle Events uses HR service delivery capabilities to coordinate these employee experiences while maintaining HR-focused task routing and access. Organizations that require fulfillment work from teams outside HR, such as IT, Facilities, Legal, or Payroll, need the enterprise-oriented lifecycle-events capability instead; however, the application that limits agent tasking to HR is Lifecycle Events. ServiceNow describes HR Service Delivery and its employee-journey capabilities at ServiceNow HR Service Delivery. Additional Lifecycle Events product documentation is available through the ServiceNow Product Documentation portal.

QUESTION NO: 6

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: B

Explanation:

read articles, but not contribute is correct. In ServiceNow Knowledge Management, user criteria control who can access a knowledge base and its articles. When no “Can Read” user criteria are specified at either the knowledge-base or article level, the content is available for users to read, including users who do not have a role. This default availability supports publishing knowledge broadly when an organization has not configured audience restrictions.

Reading knowledge is distinct from authoring or contributing it. Creating, submitting, editing, or otherwise contributing knowledge content is governed by the Knowledge Management contribution process and the appropriate contributor permissions or roles. The absence of read-access user criteria does not grant an unauthenticated or role-less user those authoring capabilities. Therefore, a user without a role can view the unrestricted knowledge articles but cannot contribute articles merely because the knowledge base and articles have no user criteria selected.

ServiceNow describes how user criteria determine who can access knowledge bases and articles in its Select user criteria documentation. Additional Knowledge Management guidance is available from the ServiceNow Knowledge Management documentation.

QUESTION NO: 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

Explanation:

To control read and write access to Knowledge bases and articles is correct. In ServiceNow Knowledge Management, user criteria define the audience that is permitted to interact with knowledge content. Administrators associate user criteria with a knowledge base to determine who can read articles in that base and who can contribute content. The criteria can evaluate attributes such as a user's roles, group membership, company, department, location, or other configured conditions, enabling access to be aligned with organizational requirements without creating separate access rules for every individual user.

Knowledge bases use these criteria through their user-criteria settings, including the lists for users who can read and users who can contribute. This provides an audience-based control layer for knowledge visibility and participation. Article-level user criteria can also be used to further target or restrict availability of individual articles when needed. Consequently, user criteria are a core mechanism for governing both knowledge consumption and knowledge authoring or contribution in the base platform. ServiceNow's Knowledge Management documentation describes configuring user criteria for knowledge bases and selecting the criteria that control access: Select user criteria for a knowledge base. See also Knowledge Management.

QUESTION NO: 8

What can an HR Template provide when it is associated with an HR Service? (Choose two.)

A. Default values for an HR case

B. Predefined HR tasks

C. User authentication methods

D. Application scope permissions

E. Knowledge article translations

ANSWER: A B

Explanation:

An HR Template can provide **default values for an HR case** and **predefined HR tasks**. Default case values promote consistent case creation for a service, such as setting assignment information, descriptions, or other configured case values. Predefined HR tasks establish repeatable fulfillment work that is generated for cases using the service.

Using templates with HR services helps standardize case intake and fulfillment while reducing manual effort for HR agents. See the HR case templates documentation for additional information.

QUESTION NO: 9

What are some of the benefits of having separate COE tables? (Choose two.)

A. Allows for an extra layer of security within the HR organization.

B. Allows HR case agents to gather the right information based on the Service.

C. Eliminates the need for an HR case agent.

D. Eliminates the need to create database views.

ANSWER: A B

Explanation:

Separate Centers of Excellence (COE) tables support HR Service Delivery by keeping case data organized according to the HR function that owns and processes it, such as employee relations, payroll, or benefits. “Allows for an extra layer of security within the HR organization” is correct because COE-specific data structures enable organizations to apply more targeted access controls and protect sensitive HR information according to the operational group and type of work involved. This helps enforce appropriate separation when different HR teams handle different categories of employee data.

“Allows HR case agents to gather the right information based on the Service” is also correct because HR services can use COE-specific case tables and associated record producers, templates, and fields. The information presented and collected can therefore be relevant to the selected service instead of requiring one generic case record to contain every possible HR data element. This improves the agent experience and supports more consistent, service-specific case handling. ServiceNow describes HR Case Management and its COE-based case organization in its HRSD product documentation; see the ServiceNow product documentation portal and this related ServiceNow Community discussion of COE configuration.

QUESTION NO: 10

What kinds of records can be created using HR Service Activities? (Choose two.)

A. Workflows

B. Tasks

C. HR Templates

D. Approvals

ANSWER: B D

Explanation:

HR Service Activities can be used to automatically create both task and approval records as part of delivering an HR service. The **Tasks** activity enables the HR service configuration to generate follow-on work for a fulfiller or assignment group. This supports structured execution of service work, such as completing onboarding steps, collecting required information, or performing an HR-related action before the case can progress.

The **Approvals** activity enables an approval record to be generated and routed to the appropriate approver. This allows an HR service to incorporate authorization into its fulfillment flow, for example when a manager or another designated stakeholder must approve a request before work continues. Activities are configured within the HR service to coordinate the records and actions required during the HR case lifecycle. ServiceNow’s HR Service Delivery documentation describes HR service activities as configurable actions used in the fulfillment process, including creating tasks and approvals. See the HR service configuration documentation and the HR service activities documentation.

QUESTION NO: 11

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

Explanation:

Removing the HR Admin role from the system Admin role after implementation supports separation of duties and least-privilege access. “This ensures that HR has control over further HR configurations.” is correct because HR administrators, rather than broadly privileged platform administrators, retain responsibility for ongoing HR service configuration and administration. This helps establish clear ownership for HR processes, services, and sensitive HR-related setup after the initial deployment work is complete.

“This ensures that confidential HR data is only accessible to users with an HR role.” is also correct because HR Service Delivery contains sensitive employee information. Removing inherited HR administrative access from the system administrator role limits access to HR data and HR-specific capabilities to users who have been deliberately assigned the appropriate HR roles. This is an important safeguard for employee privacy and aligns access with job responsibilities. ServiceNow’s HR implementation guidance specifically recommends removing the HR admin role from the admin role once implementation is completed. For related ServiceNow guidance, see Remove the HR admin role from the admin role and Access control in ServiceNow.

QUESTION NO: 12

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: C

Explanation:

The Status of the associated record on the Application Restricted Caller Access list must be set to Allowed. ServiceNow applications run in scopes, and cross-scope protections control whether a scoped application, such as HR Enterprise, can invoke or read functionality exposed from another scope, including Global. Even when the Script Includes themselves are implemented correctly, the platform can block the requested read operation when the relevant restricted caller access record has not been approved.

When the denied operation occurs, review the corresponding entry in *Application Restricted Caller Access* and set its status to *Allowed*. This explicitly grants the HR scope permission to perform the required operation against the Global-scope resource. The authorization is recorded at the platform’s cross-scope access layer, allowing the existing Script Include logic to execute without changing its scope or redesigning the script.

ServiceNow’s application-development documentation describes the platform controls used for access between application scopes: Cross-scope application access. Additional ServiceNow guidance for this HR-related behavior is available in KB0759087.

QUESTION NO: 13

What are the configurations for the activity set that is triggered by a date field to not trigger if the date field is empty?

A. Enable Rescind link

B. Add a script to the activity set definition

C. All activity sets must trigger

D. Select the Ignore empty date box

ANSWER: D

Explanation:

Selecting **Ignore empty date** is the intended configuration for a date-triggered HR activity set when the source date field might not contain a value. An activity set can be configured to begin relative to a date held on the HR case or related record, such as a start date, last working day, or another lifecycle milestone. If that field is blank, there is no valid date from which ServiceNow can calculate the activity set's trigger time. The Ignore empty date setting tells the platform not to create or trigger the activity set in that situation, preventing tasks and employee activities from being generated with an undefined schedule.

This setting is especially important for reusable HR services and lifecycle-event processes, where a date can be optional or supplied only later in the case lifecycle. It lets administrators maintain date-based automation without needing custom logic merely to handle an absent value. Once the relevant date is populated, the normal date-based activity-set processing can apply according to the configured trigger timing. ServiceNow's HR Service Delivery documentation describes activity sets as a mechanism for grouping and managing HR tasks and activities, while the product documentation is available through the HR activity sets documentation. See also the ServiceNow HR Service Delivery overview for the broader HR workflow context.

QUESTION NO: 14

Scenario: An existing ITSM customer is now implementing HR Enterprise. As part of the implementation, the Scoped Application Restricted Caller Access [com.glide.scope.access.restricted_caller] plugin was automatically activated.

By default, what is the Caller Access field set to?

A. Caller Denial

B. Caller Tracking

C. Caller Restriction

D. Caller Allowed

ANSWER: C

Explanation:

The default setting is **Caller Restriction**. Activating the Scoped Application Restricted Caller Access plugin introduces an additional cross-scope protection layer for scoped applications. This capability governs whether code from another application scope can invoke a protected resource, such as a table, Script Include, or other application artifact. With Caller Restriction as the default, cross-scope calls are not implicitly trusted merely because a resource is otherwise available; the platform evaluates the caller relationship and requires the appropriate authorization or configuration before allowing access. This is particularly relevant for HR Enterprise implementations because HR data and logic commonly require stronger isolation from existing applications, including ITSM customizations. The setting helps organizations adopt HR Enterprise without broadly opening HR application resources to callers from other scopes, while still allowing administrators to deliberately configure required integrations and approved access paths. ServiceNow's application-development documentation describes scope protection and cross-scope access controls as mechanisms for protecting application resources and governing interactions between application scopes. See the ServiceNow application scope documentation and the ServiceNow cross-scope access documentation.

QUESTION NO: 15

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: D

Explanation:

The activity will be skipped. In HR Service Delivery Lifecycle Events, the Audience field on an activity is used to determine whether that particular activity applies to the subject person. When the Lifecycle Event generates its activities, ServiceNow evaluates the configured audience criteria against the subject person's record. If the person does not qualify, the platform does not create or present that activity as work requiring completion; it skips the activity and continues processing the remaining applicable activities in the Lifecycle Event.

This behavior makes Lifecycle Event templates reusable across different populations. For example, a single onboarding event can include activities intended only for employees in a particular department, country, employment type, or other defined audience. Each subject receives only the activities that apply to them, while the overall Lifecycle Event can proceed normally. The audience condition therefore controls activity applicability rather than requiring a person to manually close an inapplicable task or canceling the entire event. ServiceNow's Lifecycle Event Activity configuration documentation describes the Audience field and its role in determining whether an activity is applicable to the subject person. See Configure a Lifecycle Event activity and the HR Service Delivery product overview.

QUESTION NO: 16

What can an HR Template define for an HR Service? (Choose two.)

A. Default values for an HR case

B. HR task templates

C. Knowledge article translations

D. User authentication requirements

E. Instance clone schedules

ANSWER: A B

Explanation:

Default values for an HR case and **HR task templates** are correct. An HR Template can supply consistent default information when an HR case is created for a service. It can also define the task templates used to generate the fulfillment work required for that service.

This configuration enables HR teams to standardize case intake and downstream activities. Availability criteria and employee-facing request forms are configured separately from the HR Template.

QUESTION NO: 17

Which User Criteria association types can be configured for a Knowledge base? (Choose four.)

A. Can Read

B. Cannot Read

C. Can Contribute

D. Cannot Contribute

E. Can Approve Cases

F. Cannot Assign HR Tasks

ANSWER: A B C D

Explanation:

Can Read, **Cannot Read**, **Can Contribute**, and **Cannot Contribute** are correct. These criteria associations control who can view knowledge content and who can create or contribute content to a Knowledge base.

Read criteria govern article visibility, while contribute criteria govern knowledge participation. Cannot criteria can be used to explicitly exclude a population from access or contribution even when other criteria might otherwise allow it.

QUESTION NO: 18

A customer using Lifecycle Events Enterprise has documented a large offboarding Lifecycle Event that includes many steps. Many of the steps, including approvals, must be completed in a specific order.

Which of these is the best method to use to ensure the activities are triggered in the appropriate order?

A. Create a new lifecycle event for each of the dependent items

B. Create separate trigger conditions for each of the dependent activities

C. Create activity containers for the dependent items

D. Create separate activity sets for each of the dependent activities

ANSWER: C

Explanation:

Create activity containers for the dependent items is correct because activity containers are designed to organize related Lifecycle Event activities and control their sequencing. A container can hold a set of activities whose work must be coordinated, allowing the Lifecycle Event to release the next work at the appropriate point rather than initiating every dependent task at the same time. This is particularly useful for offboarding, where an approval, knowledge transfer, access-removal task, or equipment-return task may need to occur only after prerequisite work has completed. By modeling the dependent work in containers, the Lifecycle Event configuration remains manageable even when the overall process contains many activities, while preserving the intended order of execution. The container structure also makes the dependency visible to administrators maintaining the event and avoids requiring separate event definitions for closely related portions of one employee journey. ServiceNow's Lifecycle Events activity configuration documentation describes how activities are configured within an event, including the use of activity containers to manage grouped and sequenced work. For additional product context, see the ServiceNow documentation for configuring HR Lifecycle Event activities and the ServiceNow HR Service Delivery product overview.

QUESTION NO: 19

What are the benefits of the HR application being scoped? (Choose three.)

A. Provides an additional layer of control over HR data.

B. Allows HR Admins to configure the HR application.

C. HR department has more autonomy to manage all aspects of HRSD.

D. Allows the System Administrator complete control.

E. HR department has full control of the global application.

ANSWER: A B C

Explanation:

Scoped applications provide an application boundary that helps protect HR functionality and information from unintended interaction with other applications. Therefore, providing an additional layer of control over HR data is a core benefit: cross-scope access is governed through application access settings and runtime access tracking, helping ensure that access to HR tables, scripts, and resources is intentional and controlled.

Scoping also enables delegated HR administration. HR Admins can configure supported HR application features, such as HR services and lifecycle-event-related configuration, without requiring unrestricted administration of the entire instance. This gives the HR department greater autonomy to manage HRSD processes and configuration within the HR application's defined boundaries. The model supports separation of duties while retaining the platform governance, security, and upgradeability expected for an enterprise application.

ServiceNow describes scoped applications as applications whose resources are contained within an application scope, with cross-scope access managed by platform controls. See the ServiceNow application scope documentation and the cross-scope access documentation.