

SERVICENOW HR CERTIFICATION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which role is responsible for creating and updating HR knowledge articles?**
 - A. HR admin
 - B. sn_hr_core.manager
 - C. sn_hr_core.kb_writer
 - D. sn_hr_core.case_writer
- 2. What does a Schema Map provide in ServiceNow?**
 - A. Data Security Information
 - B. Graphical representation of related tables
 - C. Integration Capabilities
 - D. User Access Overview
- 3. Which tables are commonly used in ServiceNow HR?**
 - A. HR Profile, HR Service, HR Case, HR Task
 - B. HR Templates, HR Criteria, HR Lifecycle Events, HR Workflow
 - C. HR Profile, HR Service, HR Case, HR Task, HR Templates, HR Criteria, HR Lifecycle Events
 - D. HR Case, HR Task, Assets, Products
- 4. Which task can the HR agent role (sn_hr_core.basic) perform?**
 - A. Create and delete HR user accounts
 - B. Only read HR cases
 - C. Create, update, and delete HR cases
 - D. Generate HR data reports
- 5. Which roles are required for managing lifecycle activities?**
 - A. Lifecycle Admin
 - B. Lifecycle Manager
 - C. HR Coordinator
 - D. System Administrator
- 6. What information is available in the HR Profile once created?**
 - A. Only personal data of the user
 - B. Insight into task performance
 - C. Assignment of roles and permissions
 - D. A summary of active cases

- 7. What roles are required to access HR Guided Setup in ServiceNow?**
- A. HR Assistant and HR Specialist
 - B. Admin and HR Admin
 - C. Service Manager and HR Manager
 - D. HR Analyst and HR Consultant
- 8. In the context of ServiceNow roles and groups, what is the role's primary function?**
- A. Granting access to users based on their departments
 - B. Providing access to modules, applications, forms, and portals
 - C. Assigning users to specific projects
 - D. Defining user responsibilities
- 9. Which role is designated for developers accessing areas like widget creation for the HR Service Portal?**
- A. sn_hr_sp.admin
 - B. sn_hr_core.secure_info_writer
 - C. sn_hr_sp.hrsp_alumni
 - D. sn_hr_sp.hrsp_employee
- 10. What is needed for a record to appear in the HR Portal?**
- A. Workflow Editor
 - B. Record producer
 - C. Table Creator
 - D. Data Importer

Answers

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1. C
2. B
3. C
4. C
5. A
6. C
7. B
8. B
9. A
10. B

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Explanations

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1. Which role is responsible for creating and updating HR knowledge articles?

- A. HR admin
- B. sn_hr_core.manager
- C. sn_hr_core.kb_writer**
- D. sn_hr_core.case_writer

The role responsible for creating and updating HR knowledge articles is the one specifically designated for knowledge management tasks within the HR domain. The role of a knowledge base writer, such as the one identified in this context, is tailored to empower individuals to produce and manage knowledge articles effectively. This includes tasks like creating new content, revising existing articles for clarity or accuracy, and ensuring that the information is presented in a user-friendly manner. This role often includes the necessary permissions and access to relevant tools and resources within the ServiceNow platform that facilitate the documentation process, such as templates and article publishing features. Therefore, individuals assigned this role can streamline the flow of information and contribute significantly to maintaining up-to-date HR knowledge resources. In contrast, roles like HR admin or case writer may have responsibilities that encompass broader HR functions or case management tasks, which do not specifically focus on knowledge article creation and maintenance. These roles do perform important functions but lack the specialized focus required to handle the nuances of creating knowledge content effectively.

2. What does a Schema Map provide in ServiceNow?

- A. Data Security Information
- B. Graphical representation of related tables**
- C. Integration Capabilities
- D. User Access Overview

A Schema Map in ServiceNow indeed provides a graphical representation of related tables. This tool allows users to visualize the relationships and dependencies between various tables within the ServiceNow platform. By seeing how tables connect, users can better understand the data model, facilitating easier navigation and comprehension of the database architecture. For example, when working with HR data, a Schema Map would illustrate how tables like Employee records, Departments, and Positions are interconnected. This can help developers and administrators when designing applications or querying data, as they can see which tables to access and how they relate to one another. While options such as data security information, integration capabilities, and user access overview are important aspects of ServiceNow, they do not pertain specifically to the function of the Schema Map. Instead, these functionalities focus on protecting data, connecting different systems, and managing user permissions, respectively, which are distinct from the schema visualization aspect that Schema Maps provide. This distinction emphasizes the critical role of Schema Maps in understanding and managing the relational database structure within ServiceNow.

3. Which tables are commonly used in ServiceNow HR?

- A. HR Profile, HR Service, HR Case, HR Task
- B. HR Templates, HR Criteria, HR Lifecycle Events, HR Workflow
- C. HR Profile, HR Service, HR Case, HR Task, HR Templates, HR Criteria, HR Lifecycle Events**
- D. HR Case, HR Task, Assets, Products

The correct answer includes a comprehensive list of tables that are integral to the ServiceNow HR module. The HR Profile table stores detailed information about employees, allowing HR teams to manage personnel data effectively. The HR Service table is crucial for defining the various services offered by the HR department, such as benefits enrollment and policy inquiries. The HR Case table is used to manage individual HR requests or issues raised by employees, while the HR Task table helps track specific actions or tasks that need to be completed as part of HR service delivery. Including HR Templates, HR Criteria, and HR Lifecycle Events in the response provides a deeper understanding of the HR functionalities within ServiceNow. HR Templates establish standard responses or workflows for common HR queries, improving efficiency. HR Criteria allows organizations to set specific parameters related to HR processes, such as eligibility for certain services. HR Lifecycle Events manage significant milestones in an employee's journey, such as onboarding, promotions, or terminations, ensuring that all essential processes are tracked and administered properly. In summary, the inclusion of all these tables represents the full breadth of functionality available in the ServiceNow HR module, making the comprehensive option the most accurate choice.

4. Which task can the HR agent role (sn_hr_core.basic) perform?

- A. Create and delete HR user accounts
- B. Only read HR cases
- C. Create, update, and delete HR cases**
- D. Generate HR data reports

The HR agent role (sn_hr_core.basic) is specifically designed to empower HR personnel with the necessary permissions to manage HR cases effectively. This role allows agents to create new HR cases, update existing cases, and delete cases that are no longer needed. These capabilities are crucial for maintaining an organized and responsive HR case management system, enabling agents to handle requests and issues efficiently. In this context, the role's ability to create, update, and delete HR cases aligns with the responsibilities expected from HR agents, who often need to track employee inquiries, manage ongoing casework, and respond to changing circumstances in a timely manner. This functionality is vital for HR operations, ensuring that agents can actively engage with and resolve employee issues as they arise.

5. Which roles are required for managing lifecycle activities?

- A. Lifecycle Admin**
- B. Lifecycle Manager
- C. HR Coordinator
- D. System Administrator

The role of Lifecycle Admin is essential for managing lifecycle activities within the ServiceNow HR platform. Lifecycle Admins are responsible for overseeing the various phases of employee lifecycle management, ensuring that all HR processes related to onboarding, transitions, and offboarding are effectively executed. This includes managing workflows, configuring lifecycle-related applications, and maintaining data integrity to support the overall employee experience. In this context, the Lifecycle Admin's role involves not only administrative tasks but also strategic oversight, which typically encompasses monitoring and optimizing the lifecycle processes. Their training and focus on lifecycle management equip them with the necessary skills to handle specific tools and features in ServiceNow, allowing them to implement best practices for efficient lifecycle operations. While other roles, such as HR Coordinator and System Administrator, may play supportive roles in specific tasks, they do not have the same level of responsibility or specialized focus on lifecycle activities. The Lifecycle Admin's unique position and training make them the most fitting choice for managing these vital HR functions effectively.

6. What information is available in the HR Profile once created?

- A. Only personal data of the user
- B. Insight into task performance
- C. Assignment of roles and permissions**
- D. A summary of active cases

In the context of ServiceNow HR, the HR Profile serves as a centralized repository for employee information, allowing HR personnel to manage and track various aspects of an employee's journey within an organization. The correct choice highlights that the HR Profile contains a comprehensive summary of the assignment of roles and permissions. This aspect is crucial for ensuring that employees have appropriate access to resources and information relevant to their positions, which facilitates efficient operations and secures sensitive data. An HR Profile typically includes not only the individual's personal data but also details regarding their roles, responsibilities, and the permissions associated with their job functions. By maintaining accurate role assignments, organizations can uphold compliance and enforce access controls, which is fundamental in a structured HR environment. This feature also assists in tailoring HR workflows and ensuring that employees can access the tools and information they need in alignment with their job functions. The other options do involve aspects of an HR Profile; however, they do not encapsulate the central focus of the profile as effectively as the assignment of roles and permissions does. For instance, while personal data might be included, it does not represent the full scope of information an HR Profile provides. Insights into task performance and a summary of active cases may form part of different HR functionalities but are not primary to the

7. What roles are required to access HR Guided Setup in ServiceNow?

- A. HR Assistant and HR Specialist
- B. Admin and HR Admin**
- C. Service Manager and HR Manager
- D. HR Analyst and HR Consultant

To access HR Guided Setup in ServiceNow, the roles of Admin and HR Admin are required. The Admin role typically encompasses broad access to configure and manage the entire ServiceNow platform, including HR-related functionalities. This role has the authority to set up and customize various modules within ServiceNow, including HR Guided Setup, which is essential for putting in place the necessary configurations for HR services. The HR Admin role specifically focuses on the human resources modules, allowing professionals to manage HR configurations, workflows, and processes. This means that HR Admins can oversee the HR-specific setups and ensure that all necessary settings are in place for HR operations in ServiceNow. In contrast, other roles, such as HR Assistant, HR Specialist, Service Manager, HR Manager, HR Analyst, or HR Consultant, may not possess the comprehensive access rights needed to configure the HR Guided Setup feature, as these positions tend to focus on operational tasks or guidance rather than on the administrative aspects of setup and configuration.

8. In the context of ServiceNow roles and groups, what is the role's primary function?

- A. Granting access to users based on their departments
- B. Providing access to modules, applications, forms, and portals**
- C. Assigning users to specific projects
- D. Defining user responsibilities

The primary function of a role in ServiceNow is to provide access to various system components such as modules, applications, forms, and portals. Roles are essential for defining what users can see and do within the ServiceNow platform. By assigning specific roles to users, organizations can control permissions and functionalities, ensuring that users have appropriate access to features that correspond to their job responsibilities. In ServiceNow, roles help enforce security by limiting access to sensitive information and functionalities, allowing for a structure of checks and balances within the system based on the organizational hierarchy and job functions. For instance, a user with an HR role may have access to the HR module and related applications, which would not be available to users without that role. Other options, while relevant to user management and organization, do not capture the primary function of a role in the context of ServiceNow as accurately as the correct choice does. Roles do not inherently assign users to specific projects or define user responsibilities directly; rather, they facilitate the access permissions that allow users to perform those tasks based on their designated roles within the system.

9. Which role is designated for developers accessing areas like widget creation for the HR Service Portal?

- A. sn_hr_sp.admin**
- B. sn_hr_core.secure_info_writer
- C. sn_hr_sp.hrsp_alumni
- D. sn_hr_sp.hrsp_employee

The role designated for developers accessing areas like widget creation for the HR Service Portal is sn_hr_sp.admin. This role grants users the necessary permissions to customize and manage components of the HR Service Portal, including the creation and modification of widgets that enhance the user experience. In ServiceNow, the HR Service Portal is a platform through which users can access HR services and information. Developers need specific administrative roles to make changes and ensure that the portal is functioning optimally. The sn_hr_sp.admin role provides those permissions and facilitates development tasks, such as designing and implementing new widgets, which are essential for tailored user interfaces. The other roles mentioned serve different purposes that do not include permissions for widget development in the HR Service Portal. This distinction highlights why sn_hr_sp.admin is the correct choice for this specific function.

10. What is needed for a record to appear in the HR Portal?

- A. Workflow Editor
- B. Record producer**
- C. Table Creator
- D. Data Importer

For a record to appear in the HR Portal within ServiceNow, a record producer is essential. A record producer is a type of catalog item that allows users to create records in any table from the Service Catalog. When users interact with the HR Portal, they utilize record producers to initiate requests or create records based on predefined fields and forms, enabling them to provide necessary information effortlessly. The HR Portal is designed to be user-friendly, guiding users through the process of submitting various HR-related requests. By leveraging record producers, organizations can streamline the data entry process while ensuring that the information collected aligns with their specific table structure and requirements. This mechanism is crucial for capturing data that will be stored and processed within the HR system. Other choices, such as workflow editor, table creator, and data importer, do not serve the purpose of displaying records within the HR Portal. The workflow editor focuses on designing automated processes rather than facilitating user record creation. The table creator is concerned with creating database tables and structuring data storage rather than presenting that data to users. Data importers are used for bulk data uploads, which do not directly relate to the user interaction aspect of submitting requests through the HR Portal. Thus, a record producer is the correct choice for making a record visible and

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

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We wish you the very best on your exam journey. You've got this!

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