

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **four-day instructor-led training camp, Monday to Thursday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite - Certified System Administrator recommended

TARGET AUDIENCE

- HR technology and HRIS staff
- ServiceNow administrators and consultants implementing HRSD
- HR process owners
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Human Resources
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique four-day training camp comprised of four days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow HR Service Delivery: HR system architecture, core HR applications and Employee Center, HR journeys and lifecycle events, and platform, role and contextual security.

CIS-HR validates the skills to implement ServiceNow HR Service Delivery.

This course prepares you for the **ServiceNow CIS - Human Resources** exam.

WHAT YOU WILL BE ABLE TO DO

- Explain the HRSD solution and its architecture
- Configure HR services, criteria and document templates
- Manage Employee Center content and access
- Build lifecycle events and HR journeys
- Secure sensitive HR data with roles and contextual security
- Set up skills-based assignment and Now Mobile

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- HR System Architecture
- Core HR Applications & Employee Center
- HR Journeys
- Platform, Role and Contextual Security

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

This Implementation Specialist credential

Professional

Certified Technical / Master Architect

Expert programs

COURSE MODULES

01 HR System Architecture

30% of exam

- › Topic A: HR scoped applications
- › Topic B: HR profiles
- › Topic C: Data model

02 Core HR Applications & Employee Center

30% of exam

- › Topic A: HR services and case management
- › Topic B: Employee Center
- › Topic C: Knowledge

03 HR Journeys

20% of exam

- › Topic A: Lifecycle events
- › Topic B: Onboarding and transitions
- › Topic C: Journeys

04 Platform, Role and Contextual Security

20% of exam

- › Topic A: HR roles
- › Topic B: Contextual security
- › Topic C: Data privacy

TERMS

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