

Certification Exam Guide

# Infor Certified HCM Global HR Consultant

Exam #: HCM-83



Certification Program

## Target Audience

The exam targets the skills and abilities required by an Infor HCM Global HR Consultant with relevant experience to successfully design, implement, and test client v11 HCM business solutions.

## Exam Details

- Exam number: HCM-83
- Onsite or Online, proctored
- 71 questions
- 90 minute time limit

## Schedule and Register

Below are the steps to schedule and register for an onsite or online proctored exam.

### Onsite

Prior to registering for an exam, please follow the steps below to register for your preferred exam date/time:

1. If required, create a new account by clicking [here](#).
2. If you already have an account, login to [Webassessor](#).
3. Click Register for an Exam.
4. Find the exam you wish to attempt.
5. Click Select next to the Onsite Proctored option.
6. Search for a test center or choose one of the closest test centers listed.
7. Select your preferred date and time to attempt the exam. (Test centers set their own testing schedules.)
8. Read and accept the Terms and Conditions and then click Select.
9. If you have a Voucher/Coupon code, enter the code and click Apply.
10. If the exam details are correct, click Checkout.
11. If using a credit card, choose your payment type and click Submit.
12. After confirming payment, click Done.
13. You will receive a confirmation email with your Test Taker Authorization Code and additional onsite details.

#### **Please Note:**

- Ensure you have your Test Authorization Code with you when you arrive at the test center. You cannot attempt your exam without the Test Authorization Code, and no refund will be provided.
- Please arrive at the test center at least 15 minute prior to your scheduled exam.
- Parking and other test center specific instructions are included in your confirmation email.

[Register here](#)

## Online

Prior to registering for an exam, please follow the steps below at least 5 days prior to you preferred exam date/time:

1. Test your Internet [connection](#). Run the test twice: once with the default server and then to a server in Arizona (e.g. Phoenix, AZ; Tempe AZ, Tucson, AZ; etc.) Results to an Arizona server must meet these minimum requirements:
  - o Ping times must be less than 200ms
  - o Jitter must be less than 50ms
  - o Download and upload must be greater than 1Mbps
2. Ensure your computer meets other requirements outlined in this [Guide](#). Some of the requirements are:
  - o A webcam is required - built in webcams ARE permitted
  - o A microphone is required - headsets are NOT permitted
  - o Sentinel Secure software must be installed (MS Windows and MAC supported)
3. If you encounter any problems, contact Kryterion Support:
  - o Voice: 866-227-7116 (U.S.) or +001-602-714-8235 (International)
  - o Live Chat: [www.kryteriononline.com/Support](http://www.kryteriononline.com/Support), then click on "LIVE HELP"
  - o Email: [OLPsupport@KryterionOnline.com](mailto:OLPsupport@KryterionOnline.com)
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13. If using a credit card, choose your payment type and click Submit.
14. After confirming payment, click Done.
15. You will receive a confirmation email.

[Register here](#)

## Exam Topic Area Summary

The following summarizes the percentage of each topic area included on the exam:

- Integration - 8%
- Reporting - 10%
- Security Administration - 12%
- Setup & Configuration - 28%
- Using - 42%

## Related Training and Documentation

Although not required, the following training courses and documentation cover content included in this exam:

- Training courses found on Campus:
  - Global HR: v11 Configuring and Administering Absence Management and Time Entry
  - Global HR: v11 Configuring and Administering Global HR
  - Global HR: v11 Configuring and Administering Security
  - Global HR: v11 Designing Reports
  - Lawson Technology: v11 Using Spreadsheet Designer for Microsoft Excel
- Other documentation found on Infor Xtreme:
  - Infor Global HR and Talent Management Integration Guide
  - Infor Talent Management Configuration Guide

## Exam Objectives by Topic Area and Resource

This certification exam includes the following exam objectives by topic and resource.

Resource and related exam objective(s)	Topic Area and Percentage				
	Integration	Reporting	Security Administration	Setup & Configuration	Using
	8%	10%	12%	28%	42%
<b>Global HR: v11 Configuring and Administering Absence Management and Time Entry</b>					
Describe the key concepts of a personal holiday allotment plan.					X
Describe the key concepts of approvals, processing, and irregularities.					X
Describe the key concepts of cycle processing.					X
Describe the key concepts of employee enrollment.					X
Describe the key concepts of initial plan setup.					X
Describe the key concepts of leave processing templates.					X
Describe the key concepts of reports and utilities.					X
Describe the key concepts of Time Entry.					X
Explain the manual transaction options available.					X
Identify frequently used processing activities.					X

Resource and related exam objective(s)	Topic Area and Percentage				
	Integration	Reporting	Security Administration	Setup & Configuration	Using
	8%	10%	12%	28%	42%
<b>Global HR: v11 Configuring and Administering Global HR</b>					
Configure Infor Global HR to define and track qualifications.				X	
Configure jobs within Infor Global HR.				X	
Configure positions within Infor Global HR.				X	
Create a manager structure within Infor Global HR.				X	
Describe the prerequisite setup for Infor Global HR.				X	
Explain how the organization's structural components serve as the foundation of Infor Global HR.				X	
Explain how to define and maintain pay.				X	
Explain how to define and maintain work assignments.				X	
Explain the importance of using correct effective dates.				X	
Manage the lifecycle of a resource within Infor Global HR.				X	
Provide an overview of Mobile HCM capabilities.				X	
Send Employee Safety emails using the automated template feature within Infor Global HR.				X	
Set up an organization in Infor Global HR that includes all of the key components.				X	
Use the processes within Occupational Health module to address employee health concerns.					X
Utilize Infor Global HR to record employee safety concerns.					X
Utilize the data collected within the Occupational Health module.					X
Utilize the data collected within the Position Budget module.					X
Utilize the Employee Relations module to track interactions with employees.					X
Utilize the Employee Safety reporting features within Infor Global HR.					X
Utilize the features found in the Employee Relations module to process HR issues.					X
Utilize the reporting features within the Employee Safety module.		X			
<b>Global HR: v11 Configuring and Administering Security</b>					
Define security in Global HR.			X		
Describe how to manage proxies.			X		
Describe how to set up proxies.			X		
Describe how to use proxies.			X		
Describe testing and troubleshooting security.			X		
Discuss security structure and fundamentals in Global HR.			X		
<b>Global HR: v11 Designing Reports</b>					
Create queries and upload Global HR data using Infor Spreadsheet Designer.		X			
Customize and create reports using Global HR report templates.		X			

Resource and related exam objective(s)	Topic Area and Percentage				
	Integration	Reporting	Security Administration	Setup & Configuration	Using
	8%	10%	12%	28%	42%
<b>Lawson Technology: v11 Using Spreadsheet Designer for Microsoft Excel</b>					
Describe the functionality of Infor Spreadsheet Designer.					X
Upload data using Infor Spreadsheet Designer.					X
<b>Infor Global HR and Talent Management Integration Guide</b>					
Describe client requirements.				X	
Describe how to create and configure interfaces (employee, supervisor, job and position interfaces).	X				
Describe how to create and manage Landmark application reports.		X			
Describe how to map from GHR to other applications.	X				
Describe the process of mapping to clients.	X				
Discuss security structure and fundamentals in Global HR.			X		
<b>Infor Talent Management Configuration Guide</b>					
Describe Async Administration.					X

## Questions and Help

Additional Certification Program information is available at [www.infor.com/certification](http://www.infor.com/certification)

Additional information about Infor Education training courses is available at [www.infor.com/education](http://www.infor.com/education).

If you experience any issues when registering for a certification exam, please contact [olpsupport@kryteriononline.com](mailto:olpsupport@kryteriononline.com).

If you need help registering for a training course, please contact:

- For Americas: [EducationAmericas@infor.com](mailto:EducationAmericas@infor.com)
- For Europe, the Middle East and Africa: [EducationEMEA@infor.com](mailto:EducationEMEA@infor.com)
- For Asia Pacific: [EducationAPAC@infor.com](mailto:EducationAPAC@infor.com)

## Sample Questions

The sample questions below provide examples of the types of questions included on the certification exams delivered through the Webassessor testing platform. The correct answers are provided for reference purposes only in the following Key to Sample Questions section. **Note:** The Webassessor platform randomizes all certification question items and answer options during the exam.

- Which one of the following actions is what an administrator should do to share reports with a group of users?
  - Create report groups
  - Create user groups
  - Create a new business class
  - Create actor groups
- Which three of the following ways can generic templates be grouped? Choose 3 answers.
  - Severity
  - Location
  - Establishment
  - Safety Incident
  - Near Miss Incidents
- Which one of the following locations is where you set up the interfaces for employee, supervisor, job and position interfaces?
  - Utilities > Interface > Setup
  - Server Administrator > Configuration
  - Process Server Administrator > System Configuration
  - Development Provider Settings > Setup > Interface
- You are defining a cross reference code. Which one of the following options is the system from which the data originates from?
  - Destination
  - Source
  - Receiving
  - Return
- Select from the drop-down lists on the right the security term that corresponds with each description on the left. Use an option only once, however, not all options will be used.

A. A specific access right to the system	<input type="text" value="Choose One"/>	Agent
B. A set of access rights that allows a user access to the system	<input type="text" value="Choose One"/>	Role
C. A set of credentials that uniquely identifies a user for a particular service or application	<input type="text" value="Choose One"/>	Security class
D. A unique user within a specified application domain	<input type="text" value="Choose One"/>	Identity
	<input type="text" value="Choose One"/>	Security rule
	<input type="text" value="Choose One"/>	Actor context

**Note:** In Webassessor the responses on the right display in a drop-down list box.

6. You set up the proxy definition but it does not appear to be working. You checked the date ranges, the roles, and the actors and all are set up properly. Which one of the following options is the likely cause?
- A.  The Enabled check box is not selected on the Proxy Details form.
  - B.  The Enabled check box is selected on the Proxy Details form.
  - C.  The Proxyable check box is not selected on the Proxy Details form.
  - D.  The Proxyable check box is selected on the Proxy Details form.
7. A hospital has set up all the required position components and is now ready to define positions. Which two of the following statements best describe the options they have for defining positions? Choose 2 answers.
- A.  When they add a resource, they enter both the job and position manually.
  - B.  When they define a job, the system automatically creates a new position each time they create a job.
  - C.  They can create the positions when they set up the job and position components.
  - D.  When they manually define a position, they define each position and assign a job to the position.
8. A resource is being added to the Infor Global HR using the hire request protocol. Which one of the following describes when the information such as the resource's preferences and qualifications is added?
- A.  The information is added along the approval route.
  - B.  The information is added when HR receives the request.
  - C.  It can be added by anyone on the approval route who has access to the information.
  - D.  The information is added after the resource is created.
9. Which one of the following happens when you mark a follow-up action as a corrective action?
- A.  The corrective action is sent to the employee.
  - B.  The corrective action is sent to the manager.
  - C.  An incident cause is created and associated to the corrective action.
  - D.  The follow up action is reported as a near miss.
10. Tracie Morris was assigned to investigate the cause of an incident. She must now complete the investigation. Which one of the following identifies the form or page that she should use to complete the investigation?
- A.  She should complete the investigation from her Employee homepage.
  - B.  She should complete it on the Safety Incidents form.
  - C.  She should complete it on the Health and Safety Incident Reporting and Completion form.
  - D.  She should complete it on the Corrective Action Required form.
11. An administrator is hesitant to configure Mobile HCM. He's afraid that if he enables it everyone who has access can see the same thing. Which one of the following statements best describes his configuration options?
- A.  During configuration, the administrator can lock certain tiles from users but they are all displayed.
  - B.  During configuration, the administrator can choose which tiles are displayed to users in order to tailor the experience to suit their employees' needs.
  - C.  During configuration, the administrator can enable passwords to certain tiles.
  - D.  During configuration, the administrator must decide if both managers and employees have access or just managers
12. Which one of the following items is where you can monitor the status of your scheduled actions?
- A.  Async Administrator
  - B.  My InBasket
  - C.  Reports
  - D.  My Notifications



13. Before you set up your organization in Infor Global HR, the following seven prerequisite components must be set up:
1. Telephone countries
  2. Currency
  3. Address formats
  4. Countries
  5. Currency rate table
  6. Enterprise groups
  7. Action reasons

Which one of the following is the correct order in which those components should be set up?

- 1, 3, 4, 2, 6, 7, 5
  - 3, 1, 7, 6, 2, 4, 5
  - 7, 1, 5, 2, 4, 6, 3
  - 4, 1, 6, 2, 5, 3, 7
14. A supervisor has both query and upload permissions for using Infor Spreadsheet Designer (ISD). Which three of the following key features reflect ISD functionality available to the supervisor? Choose 3 answers.
- Upload a spreadsheet directly from Excel to the Landmark database.
  - Leverage the full functionality of Excel.
  - Save defined queries and upload parameters.
  - Define multiple spreadsheets in one query.
  - Update selected data ranges or an entire Excel worksheet.
15. Which two of the following must you specify to run a manual transaction by a specific resource? Choose 2 answers.
- Organization
  - Reason code
  - Employment ID
  - Plan type
  - Pay class
  - Eligibility group
16. You are transferring a group of resources between plans. All the resources have the same currency. Which one of the following must all the resources also have in common?
- Allotments
  - Accrual options
  - Eligibility groups
  - Rules
17. Which two of the following criteria must the TimeEntryApproval Process Automation service include to run the time entry approval process? Choose 2 answers.
- HCMGroupTimeEntry
  - HCMWorkAssignment
  - HROrganization
  - PaymentSchedule

18. Which three of the following items identify views you can select to create a plan comparison report? Choose 3 answers.

- A.  Job
- B.  Location
- C.  Organization unit
- D.  Position
- E.  Work assignment

19. Mary has been tasked with uploading data using the Infor Spreadsheet Designer (ISD) upload option. Which one of the following is the most efficient way for her to prepare the upload?

- A.  Use the reset mapping option.
- B.  Upload a blank spreadsheet as a template.
- C.  Upload a spreadsheet of data and later delete the fields that are not needed.
- D.  Query the business class to pull existing headings into the spreadsheet and then select the headers she needs.

20. Select from the drop-down lists on the right the health component status that corresponds with each description on the left. Use each option only once.

- |   |   |                  |
|---|---|------------------|
| A. This status indicates components are completed by employees but awaiting approval. | <input type="text" value="Choose One"/> | Waived           |
| B. This status indicates components are refused by employees.                         | <input type="text" value="Choose One"/> | Completed        |
| C. This status indicates components are waived by employees.                          | <input type="text" value="Choose One"/> | Pending approval |
| D. This status indicates components are completed and approved.                       | <input type="text" value="Choose One"/> | Refused          |

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## Key to Sample Questions

The correct answers for the Sample Questions are provided here for reference purposes only. **Note:** The Webassessor platform does not provide correct answers/feedback during the exam.

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- C.  Employment ID
- D.  Plan type
- E.  Pay class
- F.  Eligibility group

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**Note:** In Webassessor the responses on the right display in a drop-down list box.



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## About Infor

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