

Certification Exam Guide

Infor Certified HCM Global HR Associate

Exam #: HCM-139



Certification Program

Target Audience

This exam targets the product knowledge demonstrated by an individual with less than one year of experience with the Global HR application.

Note: Exam applicable for both on-premise and Cloud.

Exam Details

- Exam number: HCM-139
- Onsite or Online, proctored
- 40 questions
- 50-minute time limit

Schedule and Register

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

- Infor partners: Click [here](#) to get your coupon code.
- Infor employees: Obtain your coupon code from the [Infor Services Career Portal](#) (click the orange Infor Product Certification Program button.)
- Campus Plus members: Get your coupon code on the Infor Campus landing page.
- If you require an additional time accommodation for a disability or because English is not your first language, send a request to certification@infor.com at least 5 days prior to your exam date/time.

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. Click Select next to the Onsite Proctored option for the exam you wish to attempt.
5. Search for a test center or choose one of the closest test centers listed and click Select.
6. Select your preferred date and time to attempt the exam. (Test centers set their own testing schedules.)
7. Read and accept the Terms and Conditions and then click Select.
8. If you have a coupon code, enter the code and click Apply.
9. If the exam details are correct, click Checkout.
10. If using a credit card, enter your credit card information and click Submit.
11. After confirming payment, click Done. 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 minutes 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 your preferred exam date/time:

1. [Test your Internet connection](#) to ensure your computer meets the required speeds for online testing.
2. Validate you have the required webcam (built-in webcams ARE permitted), microphone (headsets are NOT permitted) and security software installed as outlined on [this Kryterion help page](#).
3. If you encounter any problems, contact Kryterion Support:
 - o Email: support@kryteriononline.com
 - o Live Chat: <https://www.kryteriononline.com/test-taker/online-proctoring-support>
 - o Phone: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)
4. If required, create a new account by clicking [here](#).
5. If you already have an account, login to [Webassessor](#).
6. Click Register for an Exam.
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[Register here](#)

Exam Topic Area Summary

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

- Planning - 7%
- Setup and Configuration - 15%
- Using - 78%

Related Training and Documentation

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

- Training courses on Infor Campus:
 - Global HR: v11 Foundation

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		
	Planning	Setup and Configuration	Using
	7%	15%	78%
Global HR: v11 Foundation			
Explain the key planning tasks for a Global HR implementation.	X		
Describe how to set up an absence plan.		X	
Describe how to apply security in Global HR.		X	
Explain the four basic security structure components.		X	
Describe how to configure application objects using Configuration Console.		X	
List the components of Infor Talent Management.			X
Describe how Global HR is used within an organization.			X
Describe the purpose of Global HR.			X
Describe the primary roles that use Global HR.			X
Describe how to navigate Global HR using the web user interface.			X
Explain how to access user pages.			X
Describe the key components of defining a benefit plan.			X
Explain the purpose of Absence Management in Global HR.			X
Describe how to use Employee Relations in Global HR.			X
Describe how to use Position Budget Manager in Global HR.			X
Describe how to use Occupational Health in Global HR.			X
Describe how to use Employee Safety in Global HR.			X
Describe the function of Configuration Console.			X
Define basic Configuration Console terminology.			X
Describe how to personalize application components using Configuration Console			X
Explain how to use Mobile Human Capital Management (HCM).			X

Questions and Help

Additional Certification Program information is available at www.infor.com/certification

The Certification Program rules, policies, and procedures, including credentials and badging, are available in the [Infor Certification Program Guide](#).

Additional information about Infor Education training courses is available at www.infor.com/education.

Your results will be available in [CertMetrics](#) 24 hours after you receive your test results.

If you experience any issues when registering for a certification exam, please contact support@kryteriononline.com.

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

- For Americas: EducationAmericas@infor.com
- For Europe, the Middle East and Africa: EducationEMEA@infor.com
- For Asia Pacific: 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.

1. During which one of the following Benefits Administration processes do you complete the benefits plan testing task?
- A. Setup
 - B. Enrollments
 - C. Maintenance
 - D. COBRA, reporting, utilities and interfaces
 - E. Configuration

2. The Benefits Administration setup process includes the following four tasks:
- 1. Create templates.
 - 2. Define flex and benefit plan.
 - 3. Define benefit organizations and group.
 - 4. Define benefit preliminaries.

Which one of the following options is the correct order you should perform these tasks?

- A. 4, 2, 3, 1
 - B. 3, 4, 1, 2
 - C. 1, 2, 3, 4
 - D. 2, 1, 4, 3
3. Which one of the following tasks in the Employee Relations process flow is typically performed directly prior to coaching?
- A. Discipline
 - B. Grievance
 - C. Performance Review
 - D. Evaluation
4. Which one of the following roles updates occupational health codes, health and safety notifications, emails, and alerts?
- A. Occupational health administrator
 - B. Manager
 - C. Health practitioner
 - D. Facility health manager
5. What are three ways that you can define budgets in Position Budget Management? Choose 3 answers.
- A. By full-time equivalents (FTE)
 - B. By resource
 - C. By organization
 - D. By position
 - E. By salary

6. Which one of the following items do you define when setting up a health component in Occupational Health?
- Budgets
 - Positions
 - Facilities
 - Providers
7. Which one of the following options is security tied to in Infor Java Framework to grant you access to perform an action in the system?
- Application
 - User
 - Task
 - Actor
8. Which one of the following is the security terminology used in Global HR for a user name or employee number?
- Actor
 - Business class
 - Role
 - Identity
9. Which one of the following items can a manager edit for their staff contact information using the Mobile HCM Edit Staff Profile page?
- Street address
 - Email address
 - Birthday
 - Emergency contact
10. Select from the drop-down lists on the right the Benefits Administration process that corresponds with each of the Benefits Administration tasks on the left. Use each option only once. However, not all options will be used.

- | | | |
|---|---|----------|
| A. Define plan coverage and contributions | <input type="text" value="Choose One"/> | Option 1 |
| B. Complete benefit plan enrollments | <input type="text" value="Choose One"/> | Option 2 |
| C. Update benefit plans | <input type="text" value="Choose One"/> | Option 3 |
| D. Fill out benefit need | <input type="text" value="Choose One"/> | Option 4 |

Options include:

- Main
- Enrollments
- COBRA, reporting, utilities and interfaces
- Configuration
- Maintenance
- Setup

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

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. Update benefit plans | <input type="text" value="Choose One"/> | Maintenance |
| D. Fill out benefit need | <input type="text" value="Choose One"/> | COBRA, reporting, utilities and interfaces |

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- Main
- Enrollments
- COBRA, reporting, utilities and interfaces
- Configuration
- Maintenance
- Setup

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PART # INFDP2320609-en-US-0520-1