

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Click the Task button. A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Select and Place:

A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Applications

<input type="text" value="(place here)"/>	Service Catalog
<input type="text" value="(place here)"/>	Service Desk
<input type="text" value="(place here)"/>	Change Management
<input type="text" value="(place here)"/>	Configurator Management (contacts, locations, subscriptions)
<input type="text" value="(place here)"/>	Service Level Management
<input type="text" value="(place here)"/>	Incident Management
<input type="text" value="(place here)"/>	Request Management

Correct Answer:

A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Applications

<input type="checkbox"/> Required	Service Catalog
<input type="checkbox"/> Required	Service Desk
<input type="checkbox"/> Not Required	Change Management
<input type="checkbox"/> Required	Configuration Management (contacts, locations, subscriptions)
<input type="checkbox"/> Not Required	Service Level Management
<input type="checkbox"/> Not Required	Incident Management
<input type="checkbox"/> Not Required	Request Management

Required Not Required

QUESTION 2

Which technology is used to connect to Service Manager and SQL Server?

- A. SQL client
- B. SQL Plus
- C. ODBC
- D. JDBC

Correct Answer: C

QUESTION 3

What are major improvements found in Service Manager as compared to Service Center? (Select two.)

- A. improved process definition
- B. compatibility with all major operating systems
- C. improved integration with the HP BTO Portfolio
- D. introduction of Service Catalog
- E. more attractive to the small business market

Correct Answer: AC

QUESTION 4

Which ODBC system Data Source Name (DSN) should be configured to run operational reports using Crystal Reports?

- A. sm_report_odbc
- B. sm_odbc
- C. sc_report_odbc
- D. sc_odbc

Correct Answer: C

QUESTION 5

What is the name of the search engine service on a Windows server?

- A. SMSearch
- B. SMHelp
- C. KMSearch
- D. KMHelp

Correct Answer: C

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