

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which debugging parameters are typically used to debug performance issues? (Select three.)

- A. RTM:3
- B. sm -debugperformance
- C. sm -rundiagnosics
- D. debugdbquery:999
- E. sqldebug:1
- F. sqltrace:2

Correct Answer: ADE

QUESTION 2

How is an interaction created in Service Manager? (Select two.)

- A. via the Related option in Incident Management
- B. as part of a change (a task)
- C. by a Service Desk employee
- D. by a System Management event
- E. by an ESS user

Correct Answer: CE

QUESTION 3

Which module is required to enable Service Desk agents to use and search information from existing incidents or problems?

- A. Knowledge Management
- B. Service Desk
- C. Problem Management
- D. Incident Management

Correct Answer: A

QUESTION 4

Order line items can either be closed or received. In Request Management, what holds the information if the receiving process is applicable?

- A. order category
- B. part
- C. model
- D. order phase

Correct Answer: C

QUESTION 5

What can be approved through the Service Manager ESS client? (Select two.)

- A. Service Catalog requests
- B. Change requests
- C. Known Errors
- D. Incident records
- E. Problem Management line items

Correct Answer: AB

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