

# HP0-M43<sup>Q&As</sup>

HP Service Manager 9.x Software

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**QUESTION 1**

What identifies a variable that is local to the application it is used in?

- A. It starts with \$.
- B. It starts with \$P.
- C. It starts with \$G.
- D. It starts with \$L.

Correct Answer: D

**QUESTION 2**

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.

Select and Place:

Drag and drop the boxes.

**Place the steps for ordering from the Service Catalog in the correct order.**

		<b>Process steps</b>
<b>1</b>	(place step here)	Add to Cart
<b>2</b>	(place step here)	Log on to ESS portal
<b>3</b>	(place step here)	Select the item you want to order.
<b>4</b>	(place step here)	View Cart
<b>5</b>	(place step here)	Click Submit to complete the ordering process
<b>6</b>	(place step here)	Fill in mandatory fields for the request
<b>7</b>	(place step here)	Fill in mandatory fields for the item
<b>8</b>	(place step here)	Click Submit Request to order items from the cart
<b>9</b>	(place step here)	Select Order from Catalog

Correct Answer:

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

**Process steps**

1	Log on to ESS portal	
2	Fill in mandatory fields for the item	
3	Select the item you want to order.	
4	Select Order from Catalog	
5	Add to Cart	
6	View Cart	
7	Click Submit Request to order items from the cart	
8	Fill in mandatory fields for the request	
9	Click Submit to complete the ordering process	

**QUESTION 3**

You select an item from the catalog. How is this item referred to in Request Management?

- A. request
- B. order
- C. line item
- D. quote

Correct Answer: C

**QUESTION 4**

Which additional modules are available to Service Desk customers who migrate to Service Manager? (Select four.)

- A. UCMDB Foundation
- B. Incident Management
- C. Problem Management
- D. Change Management
- E. Scheduled Maintenance
- F. Request Management

G. Service Catalog

H. Service Level Management

Correct Answer: AEFG

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**QUESTION 5**

What provides a way to translate and display values for a predetermined field of a given table in different languages?

A. Globalization Utility

B. Localization Utility

C. Notification Utility

D. Internationalization Utility

Correct Answer: B

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