

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

What does the command line option `sm -instantOn` do?

- A. starts Service Manager
- B. allows access to all Service Manager modules
- C. installs a 60-day temporary license to evaluate, test, or develop a Service Manager system
- D. allows third-party products to connect to Service Manager

Correct Answer: C

QUESTION 2

When using a custom calendar definition to determine the work schedule, which statement is true about sending alerts and notifications to operators?

- A. Alerts and notifications are sent without regard to operators work shifts.
- B. Alerts and notifications are sent to operators during work shifts defined for that week.
- C. Alerts and notifications are sent to operators only when they are actively logged into Service Manager.
- D. Alerts and notifications are sent to operators during their defined work shifts.

Correct Answer: D

QUESTION 3

Which module does not have the ability to handle approvals?

- A. Change Management
- B. Service Desk
- C. Request Management
- D. Problem Management

Correct Answer: D

QUESTION 4

Which RDBMS rights does the Service Manager Oracle user require during operation of Service Manager? (Select two.)

- A. CONNECT

- B. ALTER USER
- C. CREATE SESSION
- D. ALTER TABLE
- E. ALTER SESSION

Correct Answer: AE

QUESTION 5

From within an interaction, you can escalate the interaction to which type of records? (Select two.)

- A. Incident record
- B. Change record
- C. Request record
- D. Response record

Correct Answer: AB

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