HP0-M43$^{Q\&As}$

HP Service Manager 9.x Software

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QUESTION 1

How can you add an operator to a Change Management Assignment and Message Group?

A. add the Change Message Group name to the Operator Profile recordadd the Change Message Group name to the Operator？Profile record

B. add the associated contact name to the Change Message Group Definition record

C. add the Incident Assignment Group name to the Operator record

D. add the associated contact name to the Incident Assignment Group Definition record

Correct Answer: A

QUESTION 2

Which connectors are available for Connect-It? (Select three.)

A. HP Service Desk Web Services Connector

B. HP Service Manager Web Client Connector

C. HP Universal CMDB Connector (XML)

D. Active Directory Connector

E. HP Service Center Connector

F. Service Manager Connector

Correct Answer: CEF

QUESTION 3

When performing the role of Service Catalog approver, which statements are true in regards to reviewing and approving service requests? (Select two.)

A. You can close the Service Request.

B. When you log on, you will see a list of Service Requests awaiting your action.

C. You cannot approve multiple Service Requests in one action.

D. You cannot act as a delegate for another approver.

E. You can approve or deny the Service Request.

Correct Answer: BE

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QUESTION 4

The Web Application Server belongs to which Service Manager application tier?

A. Server Tier

B. Web Tier

C. Client Tier

D. Database Tier

Correct Answer: B

QUESTION 5

Which RDBMSs are supported on UNIX with Service Manager running on a Windows operating system? (Select two.)

A. Oracle

B. MySQL

C. Microsoft SQL Server

D. SQL Plus

E. DB2

Correct Answer: AE

QUESTION 6

To perform an application upgrade from Service Manager 7.x to Service Manager 9.20, which RTE version must the server be running?

A. Service Manager 7.00

B. Service Manager 7.01

C. Service Manager 7.11

D. Service Manager 9.20

Correct Answer: D

QUESTION 7

Which Service Manager application rights are required for the person who deploys and configures the Service Request Catalog (SRC)?

A. Service Desk and Change Request

B. Service Desk and Incident Management

C. SOAP API and Service Catalog

D. Service Desk and Change Task

Correct Answer: C

QUESTION 8

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 9

Which technology is used to connect Service Manager to the Oracle database?

A. ODBC

B. JDBC

C. Oracle Client

D. SQL Plus

Correct Answer: C

QUESTION 10

The development audit utility tracks changes made to HP Service Manager records during which phase of Service Manager implementation?

A. testing

B. development

C. production

D. training

Correct Answer: B

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QUESTION 11

What is the default server port number for the Windows client?

A. 12080

B. 12690

C. 13080

D. 13090

Correct Answer: C

QUESTION 12

Which ITIL V3 process does Service Manager provide to configure a catalog from which users can request goods and services, an approval engine that processes the request, and which allows for procurement and delivery of approved goods and services?

A. Change Management

B. Service Request Catalog

C. Request Fulfillment

D. Service Management

Correct Answer: C

QUESTION 13

Which statement is true about Change Management?

A. It is the logical "next step" after Incident Management.

B. Within Service Manager, it does not interact with other Service Manager modules.

C. It manages the process to control changes to an organization\\'s infrastructure.

D. It is often referred to as Release Management, as they are basically identical.

Correct Answer: C

QUESTION 14

When a ticket is closed, a customer wants several questions asked to collect more information about the resolution. Which Service Manager utilities can be used to accomplish this? (Select three.)

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A. Format Control

B. System Definition Utility

C. Wizards

D. Forms Designer

E. Links

F. Global Lists

Correct Answer: ACD

QUESTION 15

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

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