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

HP Service Manager 9.x Software

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**QUESTION 1**

Which libraries other than the Knowledge Management library have search functionality? (Select three.)

A. Problem library

B. Change library

C. Request library

D. Incident library

E. Release library

F. Interaction library

Correct Answer: ADF

**QUESTION 2**

Which statements are true about Configuration Management? (Select two.)

A. Configuration Management is the process responsible for maintaining information about assets required to deliver an IT service, including their relationships.

B. Configuration Management is the process responsible for tracking and reporting the value and ownership of financial assets throughout their lifecycle.

C. Configuration Management minimizes the number of quality and compliance issues caused by improper configuration and services and assets.

D. Configuration Management is the process responsible for maintaining information about CIs required to deliver an IT service, including their relationships.

E. Configuration Management supports two ITIL processes: Incident Management and Problem Management.

Correct Answer: CD

**QUESTION 3**

Where can notifications be added?

A. from the main "Manage Catalog" screen

B. in the "User Properties" configuration pane

C. from the RAD editor pane

D. from the "Alert Definition" pane

Correct Answer: D

**QUESTION 4**

Which roles must be defined in order to implement a proper Change Management solution that controls, maintains and guides the Change process in a production environment? (Select two.)

A. Change Manager

B. Change Owner

C. Change Advisory Board

D. Change Requester

E. Change Coordinator

Correct Answer: AE

**QUESTION 5**

For which users is the ESS web client intended?

A. system administrators

B. implementers

C. helpdesk users

D. end users

Correct Answer: D

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