



HP Service Manager 9.x Software

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#### **QUESTION 1**

Which command should be used from the command line to restore a deleted operator table on a Service Manager system running UNIX?

- A. sm.load NULL NULL unix -bg
- B. sm file.unload NULL NULL unix -bg
- C. sm file.load NULL NULL unix -bg
- D. sm.unload NULL NULL unix -bg
- Correct Answer: C

## **QUESTION 2**

The Incident Management goal is to restore normal service operation as quickly as possible and minimize adverse impact on business operations. What is a key function of Incident Management?

- A. provides effective documentation of incident handling
- B. automatically issues alerts or escalates incidents that are not resolved in a timely way
- C. enables capture and re-use of an incident solution
- D. streamlines incident prioritization

Correct Answer: B

### **QUESTION 3**

Which capability word is required to grant operator access to Crystal Report?

- A. ReportAdmin
- B. ODBC
- C. data administrator
- D. SysAdmin

Correct Answer: B

## **QUESTION 4**

Which statement is true about forms in Service Manager and Service Desk?

A. Forms can be tailored in Service Manager. Forms cannot be tailored in Service Desk.



B. Multiple forms can exist for an item in Service Manager. Only one form can exist for an item in Service Desk.

C. In Service Manager, an item is shown in a form based on a configurable parameter. Only one default form is used in Service Desk.

D. Placement of items on a form is not as flexible in Service Manager as in Service Desk.

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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