



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

HP Service Manager 9.x Software

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#### QUESTION 1

In the out-of-the box processes, which tickets can a Change Manager associate to an existing change? (Select three.)

- A. Incident
- B. Known Error
- C. Problem
- D. Change
- E. Interaction
- F. Configuration Item

Correct Answer: ABD

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#### QUESTION 2

Where do you configure the ability to delegate approvals?

- A. the Category record
- B. the Phase record
- C. the User Profile record
- D. the Environment record

Correct Answer: C

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#### QUESTION 3

How is an interaction created in Service Manager? (Select two.)

- A. via the Related option in Incident Management
- B. as part of a change (a task)
- C. by a Service Desk employee
- D. by a System Management event
- E. by an ESS user

Correct Answer: CE

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#### QUESTION 4



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 5

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

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