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HP Service Manager 9.x Software

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QUESTION 1

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 2

Click the Task button. A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Select and Place:

A customer wants to set up the Service Catalog function for
standard services within the organizaton. At a minimum,
which Service Manager modules are required to perform this
task?

Applications

[place here]   Service Catalog

[place here]   Service Desk

[place here]   Change Management

[place here]   Configuration Management
               (contacts, locations, subscriptions)

[place here]   Service Leve Management.

[place here]   Incident Management

[place here]   Request Management

Required   Not Required   Done

Correct Answer:

A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Applications

Required	Service Catalog
Required	Service Desk
Not Required	Change Management
Required	Configuration Management (contacts, locations, subscriptions)
Not Required	Service Level Management.
Not Required	Incident Management
Not Required	Request Management

Required   Not Required   Done

QUESTION 3

What is the goal of Knowledge Management?

A. to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem

B. to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle

C. to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision

D. to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization\\\'s value to their company

Correct Answer: B

QUESTION 4

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

QUESTION 5

For which users is the Windows client intended?

A. helpdesk users who are logged in all day

B. system administrators and implementers

C. power users

D. users who do not have network access

Correct Answer: B

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