HP0-M43 Q&As

HP Service Manager 9.x Software

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QUESTION 1

You use the System Information record to configure which setting?

A. time zone for all operators

B. password requirement for all operators

C. language displayed for all operators

D. currency displayed for all operators

Correct Answer: B

QUESTION 2

Which debugging parameter is used to debug Web Services interfaces in Service Manager?

A. debughttp:1

B. debugjs:1

C. debugws:1

D. debugdbquery:1

Correct Answer: A

QUESTION 3

When new fields are added to an RDBMS table of Service Manager, how can you bring the new fields into the corresponding Database Dictionary record of Service Manager?

A. Select ctivate Nullable Rows.?Select ?ctivate Nullable Rows.

B. Regenerate the table.

C. Select "Import New Columns from SQL."

D. No action is required because the new fields are entered automatically.

E. Delete the table in the Database Dictionary and then create a new table.

Correct Answer: C

QUESTION 4

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 5

The Incident Management process logs, investigates, diagnoses, and resolves incidents. Which role is required to control the efficiency and effectiveness of the process?

A. Incident Analyst

B. Incident Manager

C. Service Desk

D. Incident Coordinator

Correct Answer: B

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