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HP Service Manager 9.x Software

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QUESTION 1

Orders within Request Management are used to track internal and external vendors for services that need to be delivered. Which statements are true about orders? (Select two.)

A. One order can fulfill multiple quotes.

B. Orders can be used as purchase orders involving financial oversight.

C. Orders can be generated automatically.

D. Orders cannot exist independently from line items and/or quotes.

E. One order category can have multiple order phases.

Correct Answer: AC

QUESTION 2

Which field indicates how pressing the incident and/or problem is for the service recipient?

A. Severity

B. Urgency

C. Impact

D. Priority

Correct Answer: B

QUESTION 3

What are major improvements found in Service Manager as compared to Service Center? (Select two.)

A. improved process definition

B. compatibility with all major operating systems

C. improved integration with the HP BTO Portfolio

D. introduction of Service Catalog

E. more attractive to the small business market

Correct Answer: AC

QUESTION 4

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

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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