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QUESTION 1

What should you do in the final stage (stage 5) of a server sales opportunity?

A. State the value of the HP server solution for the customer; differentiate the HP solution from the competition.

B. Provide the customer with the \\'HP Just Right Guide\\' or -HP Simply IT Solutions Guide\\' to help them design the solution.

C. Plan all the products and services that the customer will require; explain the cost of the solution.

D. Help the customer plan for virtualization by highlighting HP server technologies and benefits.

Correct Answer: C

QUESTION 2

Your customer\\'s current HP solutions include HP MSA 2000 and HP ProLiant ML300 products. They are ready to enter the next phase of business expansion. Which product families should you suggest for their upgrade?

A. HP StoreVirtual and MicroServers

B. HP XP and ProLiant SL6500

C. HP StoreOnce 4x00 and ProLiant DL300

D. HP D-Series Disk Enclosures and a MultiService Router (MSR) 900

Correct Answer: C

QUESTION 3

What is the recommended level of technology services for the "Starting Out customer phase?

A. HP Foundation Care

B. HP Proactive Care

C. HP Level One Support

D. HP Basic Technology Services

Correct Answer: A

HP Foundation Care (Study guide p.40): Affordable reactive hardware and software support Fast essential IT support

QUESTION 4

A company needs to expand its data center. The senior IT manager believes that a one-vendor solution will ensure that the network infrastructure devices interoperate properly. This manager only wants to purchase solutions from market leaders. Which responses best address this manager\\'s concerns? (Select two.)

A. HP Networking devices provide a lower total cost of ownership (TCO), significantly reducing the company\\'s operating costs

B. HP Collaborative Support ensures that HP acts as a single point of contact for all your network infrastructure devices

C. HP provides consulting services to help you integrate HP products into your existing Infrastructure

D. HP Networking devices are built on open standards, allowing them to interoperate with devices from other vendors

E. HP is a market leader in servers, storage, and networking

Correct Answer: DE

QUESTION 5

Which phases are included in the Services Life Cycle? (Select two.)

A. Implementation

B. Administration

C. Design

D. Site Visit

E. Hardware Recycle

Correct Answer: BC

Reference: http://www.resultspositive.com/uploads/news/files/implementing-itil-v3.pdf (page 2)

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