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**QUESTION 1**

Which HP workstation is designed to be rugged enough to pass the rigorous military standard 810G tests?

- A. HP Z1
- B. HP Z620
- C. HP Z820
- D. HP ZBOOK14

Correct Answer: D

Reference: <http://www.laptopmag.com/reviews/laptops/hp-zbook-14.aspx> the HP mobile workstations are designed to be rugged enough to pass the rigorous military standard 810G tests. Your customer receives this ruggedness and mobility without sacrificing performance.

QUESTION 2

How many LaserJet Printers has HP shipped over the last 30 years?

- A. 20 million
- B. 30 million
- C. 100 million
- D. 200 million

Correct Answer: B

QUESTION 3

According to IDC research regarding IT staff productivity, user productivity, and IT cost reductions, which product enables annual savings of \$32,000 per 100 users?

- A. Microsoft System Center
- B. HP Client Automation
- C. Intel vPro
- D. LANDesk

Correct Answer: D

An IDC report on the impact of LANDesk solutions found that over the three-year analysis period, the IT organizations in the study experienced total annual benefits of \$32,022 per 100 users in these three areas: IT staff productivity; user productivity; and IT cost reduction.



QUESTION 4

Before presenting a feature or advantage of a certain solution to a customer, what types of questions should you ask?

- A. Questions that confirm the HP product they are seeking
- B. Questions that determine competitors that the customer is considering
- C. Questions that uncover or create the customer's business and IT needs
- D. Questions that establish the customer's attitude toward your proposals

Correct Answer: C

QUESTION 5

How does PIN authentication printing reduce the security risk associated when printing in an open office?

- A. Malicious users could guess the PIN number and retrieve confidential documents.
- B. Prevents malicious users from changing the device settings from an unsecured control panel.
- C. With an encrypted hard drive, there is no need for PIN Printing.
- D. Employees may otherwise expose company data by leaving printouts uncollected.

Correct Answer: C

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