HP0-M43^{Q&As}

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

Folder entitlement rights are assigned in which record?

A. Profiles

B. Assignment Groups

C. Security Groups

D. Execute Capabilities

E. User Roles

Correct Answer: A

QUESTION 3

You select an item from the catalog. How is this item referred to in Request Management?

A. request

B. order

C. line item

D. quote

Correct Answer: C

QUESTION 4

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 5

Which Service Manager table stores Favorites and Dashboard view definitions?

A. queues

B. favorites

C. views

D. inbox

Correct Answer: D

QUESTION 6

For which users is the ESS web client intended?

A. system administrators

B. implementers

C. helpdesk users

D. end users

Correct Answer: D

QUESTION 7

Which connectors are available for Connect-It? (Select three.)

A. HP Service Desk Web Services Connector

B. HP Service Manager Web Client Connector

C. HP Universal CMDB Connector (XML)

D. Active Directory Connector

E. HP Service Center Connector

F. Service Manager Connector

Correct Answer: CEF

QUESTION 8

Which file defines startup parameters and defines the processes the system automatically starts?

A. sm.ini

B. sm.startup

C. sm.cfg

D. sm.log

Correct Answer: C

QUESTION 9

Which module does not have the ability to handle approvals?

A. Change Management

B. Service Desk

C. Request Management

D. Problem Management

Correct Answer: D

QUESTION 10

Which Service Manager table contains custom calendar records that system administrators can assign to Service Manager activities?

A. calendar

B. caldutyhours

C. workschedules

D. calholtable

E. caltable

Correct Answer: B

QUESTION 11

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

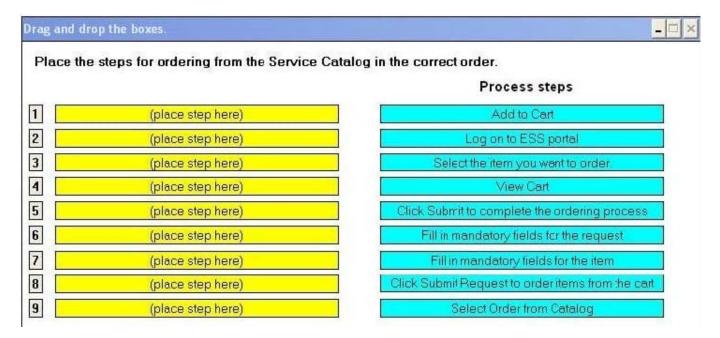C. add the Incident Assignment Group name to the Operator record

D. add the associated contact name to the Incident Assignment Group Definition record

Correct Answer: A

QUESTION 12

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.

Select and Place:

Correct Answer:

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

Process steps

1	Log on to ESS portal
2	Fill in mandatory fields for the item
3	Select the item you want to order.
4	Select Order from Catalog
5	Add to Cart
6	View Cart
7	Click Submit Request to order items from the cart
8	Fill in mandatory fields for the request
9	Click Submit to complete the ordering process

QUESTION 13

What is the first phase of a problem in which a Problem Analyst can open a related Known Error?

A. Problem Detection, Logging and Categorization

B. Problem Prioritization and Planning

C. Problem Investigation and Diagnosis

D. Problem Resolution

Correct Answer: C

QUESTION 14

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

QUESTION 15

Order line items can either be closed or received. In Request Management, what holds the information if the receiving process is applicable?

A. order category

B. part

C. model

D. order phase

Correct Answer: C

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