

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which options are available to the Self-Service user when searching the knowledge base? (Select two.)

- A. search in results after results are returned on the first search
- B. Advanced options such as categorization information, additional filtering
- C. decision tree support
- D. search the Interaction library
- E. search the Problem library

Correct Answer: AB

QUESTION 2

Given the Service Manager RDBMS user has the right to create tables, which action in Service Manager translates directly into a SQL create statement?

- A. creating a new dbdict
- B. creating a new field in an existing dbdict
- C. renaming a dbdict
- D. renaming an existing field in an existing dbdict

Correct Answer: A

QUESTION 3

Which libraries other than the Knowledge Management library have search functionality? (Select three.)

- A. Problem library
- B. Change library
- C. Request library
- D. Incident library
- E. Release library
- F. Interaction library

Correct Answer: ADF

QUESTION 4

A customer wants to implement a solution that provides comprehensive, automated management of service request lifecycle, from point of request through fulfillment. Which Service Manager application must be implemented to accomplish this?

- A. Change Management
- B. Request Management
- C. Service Catalog
- D. Release Management

Correct Answer: B

QUESTION 5

Which capability word must be part of a user's profile to request an item for another person?

- A. svcCatRequestOnBehalf
- B. svcDeptRequester
- C. SOAP API
- D. svcCatManagerRequester

Correct Answer: A

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