

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which debugging tool is available on the Windows client only?

- A. RAD debugger
- B. Advanced debugger
- C. JavaScript debugger
- D. Mozilla Firebug

Correct Answer: A

QUESTION 2

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 3

Where do you configure the ability to delegate approvals?

- A. the Category record
- B. the Phase record
- C. the User Profile record
- D. the Environment record

Correct Answer: C

QUESTION 4

The Web Application Server belongs to which Service Manager application tier?

- A. Server Tier
- B. Web Tier

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C. Client Tie	er
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D. Database Tier

Correct Answer: B

QUESTION 5

When new fields are added to an RDBMS table of Service Manager, how can you bring the new fields into the corresponding Database Dictionary record of Service Manager?

- A. Select ctivate Nullable Rows.?Select ?ctivate Nullable Rows.
- B. Regenerate the table.
- C. Select "Import New Columns from SQL."
- D. No action is required because the new fields are entered automatically.
- E. Delete the table in the Database Dictionary and then create a new table.

Correct Answer: C

QUESTION 6

What are the three main access layers on which security can be set in Service Manager? (Select three.)

- A. Application Access
- B. Database Access
- C. Functional Access
- D. Process Access
- E. Module Access
- F. Code Access
- G. System Access

Correct Answer: ACG

QUESTION 7

What does the command line option sm -instantOn do?

- A. starts Service Manager
- B. allows access to all Service Manager modules



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- C. installs a 60-day temporary license to evaluate, test, or develop a Service Manager system
- D. allows third-party products to connect to Service Manager

Correct Answer: C

QUESTION 8

THE HP BTO integration is more robust with the launch of Service Manager 9.2x. Which major integrations were introduced or improved with this release? (Select two.)

- A. introduction of integration with HP Project and Portfolio Management Center
- B. more robust integration with HP Quality Center
- C. tighter integration with HP Asset Manager
- D. introduction of HP Closed Loop Incident Process
- E. integration with UCMDB for multi-company integrations

Correct Answer: DE

QUESTION 9

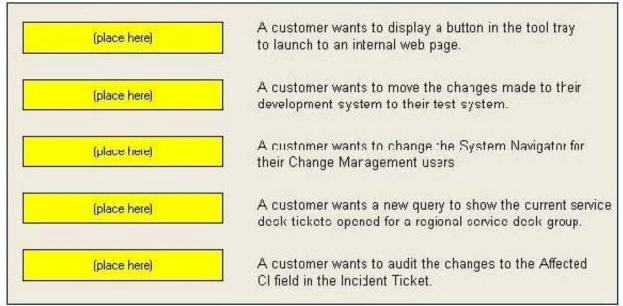
Click the Task button. Match each utility with the customer requirement it meets.

Select and Place:

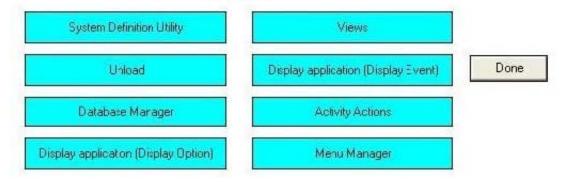


Match each utility with the customer requirement it meets.

Requirement



Utilities

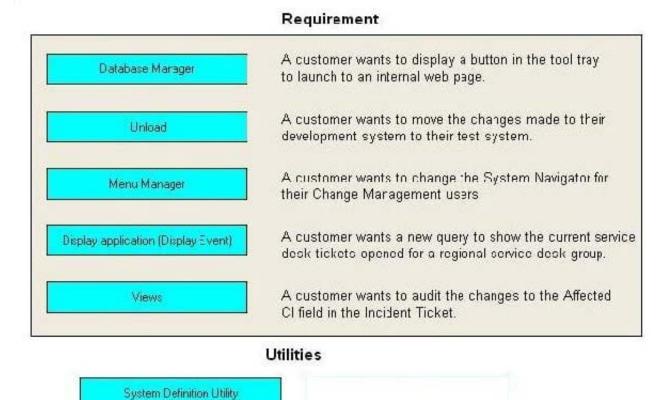


Correct Answer:

Activity Actions



Match each utility with the customer requirement it meets.



QUESTION 10

Which statement is true about Service Level Management?

Display application (Display Option)

- A. It supports all Service Manager processes.
- B. Out-of-the-box it supports Service Desk, Incident, Problem, and Request processes.
- C. It supports operational ITIL processes, allowing the monitoring, controlling, and managing of CIs and business services.
- D. It is designed to ensure that IT services are aligned with personnel distribution.

Correct Answer: C

Done

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QUESTION 11
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 12
In which file are client preferences for the web client defined?
A. web.xml
B. webtier-9.20.war
C. webapps
D. webtier-9.20.txt
Correct Answer: A
QUESTION 13
Which utility should be used to schedule the deletion of data from the Service Manager database?
A. unload script
B. archive
C. purge
D. scheduler
Correct Answer: C

QUESTION 14

Service Manager 9.2x provides a powerful workflow engine and application platform for automating, facilitating, and enforcing your key IT processes. What is another competitive advantage?



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- A. Service Manager has the broadest coverage and support of the ITIL V3 Best Practices.
- B. Service Manager is the best Asset Management solution.
- C. Service Manager is a plug-and-play application.
- D. Service Manager is a full web-based application.

Correct Answer: A

QUESTION 15

What is required to obtain a perpetual license?

- A. license entitlement certificate, IP address of the server, company information
- B. HP contract, MAC address of the server, server location
- C. Bill of Sale, HP sales person\\'s name, dollar amount of the sale
- D. HP maintenance contract, system administrator\\'s name, server model

Correct Answer: A

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