

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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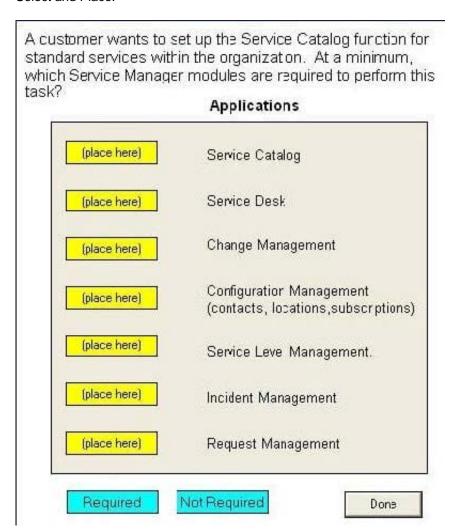




QUESTION 1

Click the Task button. A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Select and Place:



Correct Answer:



A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task? Applications Required Service Catalog Service Desk Required Change Management Not Required Configuration Management Required (contacts, locations, subscriptions) Not Required Service Leve Management. Not Required Incident Management Not Required Request Management Required Not Required Done

QUESTION 2

Which technology is used to connect to Service Manager and SQL Server?

- A. SQL client
- B. SQL Plus
- C. ODBC
- D. JDBC

Correct Answer: C

QUESTION 3

What are major improvements found in Service Manager as compared to Service Center? (Select two.)



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 A. improved process definition
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- B. compatibility with all major operating systems
- C. improved integration with the HP BTO Portfolio
- D. introduction of Service Catalog
- E. more attractive to the small business market

Correct Answer: AC

QUESTION 4

Which ODBC system Data Source Name (DSN) should be configured to run operational reports using Crystal Reports?

- A. sm_report_odbc
- B. sm_odbc
- C. sc_report_odbc
- D. sc_odbc

Correct Answer: C

QUESTION 5

What is the name of the search engine service on a Windows server?

- A. SMSearch
- B. SMHelp
- C. KMSearch
- D. KMHelp

Correct Answer: C

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