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HP Service Manager 9.x Software

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QUESTION 1

Which capability word is required to grant operator access to Crystal Report?

A. ReportAdmin

B. ODBC

C. data administrator

D. SysAdmin

Correct Answer: B

QUESTION 2

By default, when adding a New Operator record, what information must also be provided?

A. an associated user role

B. a menu structure for the operator

C. a default MySM page

D. language and currency for the operator

E. an associated contact record

Correct Answer: E

QUESTION 3

Which statement is true about forms in Service Manager and Service Desk?

A. Forms can be tailored in Service Manager. Forms cannot be tailored in Service Desk.

B. Multiple forms can exist for an item in Service Manager. Only one form can exist for an item in Service Desk.

C. In Service Manager, an item is shown in a form based on a configurable parameter. Only one default form is used in Service Desk.

D. Placement of items on a form is not as flexible in Service Manager as in Service Desk.

Correct Answer: C

QUESTION 4

When installing Service Manager 9.x, what does the Service Manager Application Server contain?

A. RunTime Engine and configuration files including utilities to connect to the RDBMS

B. Tomcat or another Web Application Server

C. Apache or another Web Server

D. Service Manager applications in the RDBMS

Correct Answer: A

QUESTION 5

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 6

Which database rights does the user on all supported RDBMSs need in order to install Service Manager and load data for the first time?

A. CREATE / ALTER / DROP TABLE authority

B. CONNECT / ALTER / DROP INDEX authority

C. CREATE SCHEMA / TABLE / INDEX authority

D. CREATE / ALTER / DROP USER authority

Correct Answer: A

QUESTION 7

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 8

Which statements are true about Configuration Management? (Select two.)

A. Configuration Management is the process responsible for maintaining information about assets required to deliver an IT service, including their relationships.

B. Configuration Management is the process responsible for tracking and reporting the value and ownership of financial assets throughout their lifecycle.

C. Configuration Management minimizes the number of quality and compliance issues caused by improper configuration and services and assets.

D. Configuration Management is the process responsible for maintaining information about CIs required to deliver an IT service, including their relationships.

E. Configuration Management supports two ITIL processes: Incident Management and Problem Management.

Correct Answer: CD

QUESTION 9

What identifies a variable that is local to the application it is used in?

A. It starts with $.

B. It starts with $P.

C. It starts with $G.

D. It starts with $L.

Correct Answer: D

QUESTION 10

Which field within the interaction determines the type of record that is created as a result of an escalation?

A. Category

B. Area

C. Subcategory

D. Product Type

Correct Answer: A

QUESTION 11

When Service Manager has an integration with UCMDB, an extra tab appears on the CI form, the so called Actual State. The Actual State of a CI may differ from the CI Authorized state. Which of the following statements is true? (Select two.)

A. The integration between Service Manager and UCMDB is not standard HP BTO integration.

B. The Configuration Management module deals with the Authorized State of a CI.

C. The UCMDB does not keep track of the Actual State.

D. An nplanned change?record can automatically be created, as a result of a discrepancy between Authorized State and Actual State.An ?nplanned change?record can automatically be created, as a result of a discrepancy between Authorized State and Actual State.

E. The Authorized State is not under Change Management control.

Correct Answer: BD

QUESTION 12

What is the default server port number for the Windows client?

A. 12080

B. 12690

C. 13080

D. 13090

Correct Answer: C

QUESTION 13

Which command should be used from the command line to restore a deleted operator table on a Service Manager system running UNIX?

A. sm.load NULL NULL unix -bg

B. sm file.unload NULL NULL unix -bg

C. sm file.load NULL NULL unix -bg

D. sm.unload NULL NULL unix -bg

Correct Answer: C

QUESTION 14

When an Incident Technician cannot find the underlying cause for an incident, which type of ticket would most likely be opened?
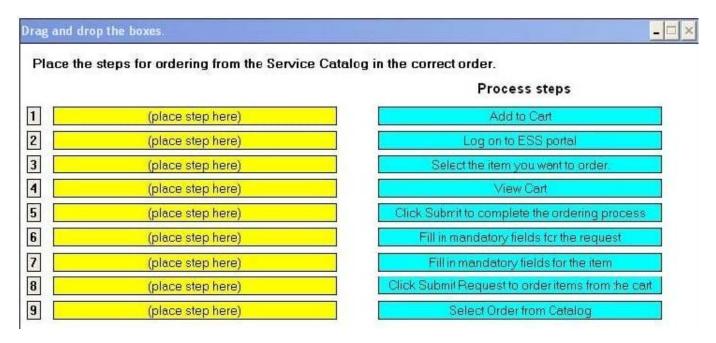
A. Change

B. another Incident

C. Problem

D. Request

Correct Answer: C

QUESTION 15

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

Select and Place:

Drag and drop the boxes.

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

Process steps

1	(place step here)
2	(place step here)
3	(place step here)
4	(place step here)
5	(place step here)
6	(place step here)
7	(place step here)
8	(place step here)
9	(place step here)

- Add to Cart
- Log on to ESS portal
- Select the item you want to order.
- View Cart
- Click Submit to complete the ordering process
- Fill in mandatory fields for the request
- Fill in mandatory fields for the item
- Click Submit Request to order items from the cart
- Select Order from Catalog

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

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