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Exam : **HP0-753**

Title : HP OpenView Service Desk
4.5

Version : DEMO

1.The Data Exchange feature requires a configuration file. _____ is entered in the USR line of the DSN section of the configurable extractor *.INI file.

- A.The name of the ODBC connection to be used
- B.The name of the import mapping to be used in Service Desk
- C.The account name to be used to log in to the data source
- D.The name of the XML file to be created

Correct:C

2.Using the Service Desk Data Exchange module, it is possible to import data from any external data source for which of the following items - _____.

- A.Configuration Item and P&O items only (organizations, persons, workgroups)
- B.Configuration Item, Service Calls, Incidents and P&O items only
- C.Configuration Items only
- D.all items

Correct:D

3.The Application Server software is NOT capable of _____.

- A.load balancing with other Application Servers
- B.sending and receiving email
- C.acting as an HTTP server for the Service Pages
- D.switching from using an Oracle database to using an SQL Server database

Correct:C

4.To which Service Desk menu can the system administrator add items?

- A.Tools
- B.View
- C.Actions
- D.Options

Correct:C

5.Service Desk has been installed with proper authorization but one or more of the modules CANNOT be accessed. What is the reason for this?

- A.All modules were NOT installed properly.
- B.The license key for the missing modules was NOT inserted.
- C.Templates were NOT defined for the missing modules.
- D.License keys for named or concurrent users were NOT inserted.

Correct:B

6.An item's record ID will always be created after the item record is saved unless _____.

- A.the "ID After Creation" box is unchecked in General Settings
- B.a Database Rule is defined to create the ID when the record is opened and status is "new"
- C.the user specifies when the record ID is to be created before opening the call
- D.it is NOT possible to modify when the item record ID is created

Correct:A

7.Choose two TRUE statements about Service Level Management in Service Desk. Choose 2 that apply.

- A.One SLA can be related to multiple services.
- B.One SLA can handle multiple service levels.

- C. One service can be related to multiple SLAs.
- D. The SLAs are used to prioritize service calls from customers.

Correct: C D

8. The registration of a problem _____.

- A. can be the result of a root cause analysis.
- B. results in a known error.
- C. can be the result of several related incidents.
- D. is always followed by a change request.

Correct: C

9. According to ITIL/Best Practices, a service call should be closed when _____.

- A. related incidents are closed.
- B. the caller agrees that the call can be closed.
- C. the caller's problem is solved.
- D. the manager of the Helpdesk group approves the closure of the call.

Correct: B

10. Configuration Management is a key process in ITIL. Which of the following processes is essential for keeping the CMDB up-to-date?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Incident Management
- E. Contingency Management

Correct: C

11. End users should log a change request through the service pages by registering a(n) _____.

- A. change
- B. service call with category Request For Change (RFC)
- C. problem to trigger the Problem Manager to create an RFC
- D. incident

Correct: B

12. Which three types of services can be defined in Service Desk? Choose one answer.

- A. business, operations management and underpinning services
- B. business, operations management and underlying services
- C. hardware, software and network services

Correct: A

13. What is the mission of Configuration Management?

- A. to track and register all hardware and software assets
- B. to manage and control changes to the configuration items in the IT infrastructure
- C. to apply a comprehensive labeling system for all configuration items in order to identify company assets
- D. to track and control the IT Infrastructure and provide information to other service management processes and general management.

Correct: D

14. Which two factors determine the deadline of a service call or incident in Service Desk when using SLAs? Choose 1 answer that applies.

- A. impact and priority

- B.impact and urgency
- C.urgency and priority
- D.status and priority

Correct:A

15.Which one of the following components is NOT used for outbound service events?

- A.Service Desk Agent
- B.Database Rule Manager
- C.Application Server
- D.sd_event

Correct:D

16.Choose the TRUE statement about the relationship between incidents, problems, known errors and changes in a typical IT environment.

- A.There are generally more incidents than problems.
- B.All problems result in known errors.
- C.All changes are results of problems.
- D.The root cause of problems can be found in the related incidents.

Correct:A

17.The _____action is NOT available for UI Rules.

- A.Command Exec
- B.Sd_event
- C.Limit field value range
- D.Update Data

Correct:B

18.IT customers often suspect changes are required to the infrastructure. These requests are initially registered with the _____.

- A.Change Advisory Board
- B.change manager
- C.Help Desk
- D.system administrator

Correct:C

19.Which statement about the Change Item in Service Desk is TRUE?

- A.A change can only have one workorder.
- B.Changes are strongly related to the CMDB.
- C.Changes can be part of multiple projects and have multiple workorders.
- D.Changes CANNOT be related to incidents or service calls.

Correct:B

20.For the import of data, the "ID" within a *.xml file must _____.

- A.be mapped to the Object_ID field within the relevant Service Desk item
- B.NOT be mapped because it will automatically be mapped to the Object_ID of the relevant Service Desk item
- C.be mapped to a meaningful field because otherwise the error message "No entity defined" is shown in the import task
- D.NOT be mapped because it is only used for identification of the records within the .xml file

Correct:D