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Exam : **HP0-M43**

Title : HP Service Manager 9.x
Software

Version : Demo

1. 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

Answer: A

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

- A. ReportAdmin
- B. ODBC
- C. data administrator
- D. SysAdmin

Answer: B

3. 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

Answer: A,C,G

4. Which debugging parameter is used to debug Web Services interfaces in Service Manager?

- A. debughttp:1
- B. debugjs:1
- C. debugws:1
- D. debugdbquery:1

Answer: A

5. Which debugging parameters are typically used to debug performance issues? (Select three.)

- A. RTM:3
- B. sm -debugperformance
- C. sm -rundiagnosics
- D. debugdbquery:999
- E. sqldebug:1
- F. sqltrace:2

Answer: A,D,E

6. 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.

Answer: C,D

7.What is the goal of Knowledge Management?

- A. to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem
- B. to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle
- C. to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision
- D. to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization's value to their company

Answer: B

8.Which ITIL V3 process does Service Manager provide to configure a catalog from which users can request goods and services, an approval engine that processes the request, and which allows for procurement and delivery of approved goods and services?

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

Answer: C

9.What are the features of the embedded Release Control Change Calendar? (Select three.)

- A. used for approvals
- B. gives visibility to the ITIL's concept of a Forward Schedule of Changes (FSC)
- C. is a stand-alone Change Management application
- D. interacts with UCMDB
- E. interacts with the Change Management application of Service Manager
- F. can only be accessed via the Windows client
- G. is able to check resource availability

Answer: B,E,G

10.Which connectors are available for Connect-It? (Select three.)

- A. HP Service Desk Web Services Connector
- B. HP Service Manager Web Client Connector

C. HP Universal CMDB Connector (XML)

D. Active Directory Connector

E. HP Service Center Connector

F. Service Manager Connector

Answer: C,E,F