



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which types of Service Manager data are stored on the RDBMS server? (Select two.)

- A. online help
- B. applications
- C. servlet ports
- D. demo data or user-entered data
- E. system parameters

Correct Answer: BD

QUESTION 2

How can you add an operator to an Incident Assignment Group?

- A. add the Incident Assignment Group name to the Operator Profile record
add the Incident Assignment Group name to the Operator? Profile record
- B. add the associated contact name to the Change Message Group Definition record
- C. add the Incident Assignment Group name to the Operator record
- D. add the associated contact name to the Incident Assignment Group Definition record

Correct Answer: C

QUESTION 3

Which function of Service Manager controls access to data records and defines create/read/delete/update capabilities for the records to which a user has access?

- A. operator records
- B. environment records
- C. user roles
- D. security folders
- E. database dictionary

Correct Answer: C

QUESTION 4



Which module does not have the ability to handle approvals?

- A. Change Management
- B. Service Desk
- C. Request Management
- D. Problem Management

Correct Answer: D

QUESTION 5

Which component is included in all Web Services integrations?

- A. Eventin record
- B. WSDL (Web Services Description Language)
- C. DEM (Discovery Event Manager)
- D. proxy server

Correct Answer: B

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