



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

To bypass the log-in prompts to Release Control, what must be enabled in RC and SM?

- A. Lightweight Single Sign-On (LW-SSO)
- B. Password
- C. Web Services
- D. Wizard

Correct Answer: A

QUESTION 2

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 3

To perform an application upgrade from Service Manager 7.x to Service Manager 9.20, which RTE version must the server be running?

- A. Service Manager 7.00
- B. Service Manager 7.01
- C. Service Manager 7.11
- D. Service Manager 9.20

Correct Answer: D

QUESTION 4

What is the first phase of a problem in which a Problem Analyst can open a related Known Error?



- A. Problem Detection, Logging and Categorization
- B. Problem Prioritization and Planning
- C. Problem Investigation and Diagnosis
- D. Problem Resolution

Correct Answer: C

QUESTION 5

Where do you configure the ability to delegate approvals?

- A. the Category record
- B. the Phase record
- C. the User Profile record
- D. the Environment record

Correct Answer: C

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