



# HP0-M43<sup>Q&As</sup>

HP Service Manager 9.x Software

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### QUESTION 1

Which ODBC system Data Source Name (DSN) should be configured to run operational reports using Crystal Reports?

- A. sm\_report\_odbc
- B. sm\_odbc
- C. sc\_report\_odbc
- D. sc\_odbc

Correct Answer: C

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### QUESTION 2

In the out-of-the box processes, which tickets can a Change Manager associate to an existing change? (Select three.)

- A. Incident
- B. Known Error
- C. Problem
- D. Change
- E. Interaction
- F. Configuration Item

Correct Answer: ABD

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### QUESTION 3

Orders within Request Management are used to track internal and external vendors for services that need to be delivered. Which statements are true about orders? (Select two.)

- A. One order can fulfill multiple quotes.
- B. Orders can be used as purchase orders involving financial oversight.
- C. Orders can be generated automatically.
- D. Orders cannot exist independently from line items and/or quotes.
- E. One order category can have multiple order phases.

Correct Answer: AC

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#### QUESTION 4

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

Correct Answer: ACG

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#### QUESTION 5

Which module is required to enable Service Desk agents to use and search information from existing incidents or problems?

- A. Knowledge Management
- B. Service Desk
- C. Problem Management
- D. Incident Management

Correct Answer: A

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