



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which RDBMSs are supported on UNIX with Service Manager running on a Windows operating system? (Select two.)

- A. Oracle
- B. MySQL
- C. Microsoft SQL Server
- D. SQL Plus
- E. DB2

Correct Answer: AE

QUESTION 2

Which statement is true about categories available to the end user when creating new interactions via Self-Service?

- A. All new Self-Service interactions will use the Service Catalog category.
- B. The categorization is left empty and the helpdesk user working the interaction needs to fill it in after it is opened.
- C. Self-Service users can choose their category from the list of active categories in the system.
- D. All new Self-Service interactions will use the Incident category.

Correct Answer: B

QUESTION 3

Which integration methodologies exist in Service Manager to send and receive emails? (Select two.)

- A. Connect-It
- B. Import / Export
- C. SCAuto
- D. Service Manager Integration Suite (SMIS)
- E. LDAP

Correct Answer: AC

QUESTION 4

What is the name of the search engine service on a Windows server?



- A. SMSearch
- B. SMHelp
- C. KMSearch
- D. KMHelp

Correct Answer: C

QUESTION 5

Click the Task button. A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Select and Place:

A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Applications	
<input type="text" value="(place here)"/>	Service Catalog
<input type="text" value="(place here)"/>	Service Desk
<input type="text" value="(place here)"/>	Change Management
<input type="text" value="(place here)"/>	Configurator Management (contacts, locations, subscriptions)
<input type="text" value="(place here)"/>	Service Level Management
<input type="text" value="(place here)"/>	Incident Management
<input type="text" value="(place here)"/>	Request Management

Correct Answer:



A customer wants to set up the Service Catalog function for standard services within the organization. At a minimum, which Service Manager modules are required to perform this task?

Applications

<input type="checkbox"/> Required	Service Catalog
<input type="checkbox"/> Required	Service Desk
<input type="checkbox"/> Not Required	Change Management
<input type="checkbox"/> Required	Configuration Management (contacts, locations, subscriptions)
<input type="checkbox"/> Not Required	Service Level Management
<input type="checkbox"/> Not Required	Incident Management
<input type="checkbox"/> Not Required	Request Management

Required Not Required