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QUESTION 1

What value does the HP ProLiant 3D Sea of Sensors technology provide?

A. Visibility into and control over energy usage to decrease power and cooling costs

B. Continuous monitoring of users to enable early detection of suspicious activity and security threats

C. Ability to monitor traffic and process high-priority packets first, improving overall performance

D. Remote visibility into servers\\' operating systems, which simplifies server management

Correct Answer: A

Reference: http://h20195.www2.hp.com/V2/GetPDF.aspx%2F4AA3-9650ENW.pdf (page 2)

QUESTION 2

What differentiates HP Technology Services from its competitors\\' services?

A. Expedited problem resolution for mission-critical devices, improving response times by 15%

B. Health check scans to determine the state of devices

C. Assigned technical experts, who are responsible for problems until they are completely resolved

D. multiple contracts and points of contact that cover all the company\\'s resources

Correct Answer: A

QUESTION 3

A company\\'s IT staff must ensure that their IT services are available 24x7 and always operating at peak levels. Which HP Technology Service would you suggest to meet these requirements?

A. HP Advanced Care

B. HP Care Pack

C. HP Foundation Care

D. HP Proactive Care

Correct Answer: D

A warranty would only protect your customer against problems with the product itself, not the service that the product delivers. 6 hour CTR HW Support would provide a good level of protection, but not the optimal service level for a customer whose business demands high availability. HP Proactive Care with 24x7 cover would minimize unplanned downtime and pay for itself. (Study guide p.30)

QUESTION 4

How should you assess a customer\\'s needs for an HP Medium Business Group solution?

A. Because mid-market customers rarely have similar goals, do not attempt to segment customers by needs

B. Consider a variety of factors including IT maturity, financial goals, and the competitive environment.

C. Primarily use the company\\'s financial goals to determine the correct "one size fits air solution.

D. Primarily consider the specific number of employees to determine the appropriate solution.

Correct Answer: B

Customer needs can depend on several factors: (Study guide p.6) Level of IT maturity Organizational maturity Buying cycle Industry trends Competitive environment Management style Financial position

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QUESTION 5

Which IT concern is most related to users\\' demands for mobile access?

A. the lack of security for encryption keys on workflows moving In the cloud

B. the pressure to respond quickly to rapidly-changing technologies

C. the difficulty in scaling network capacity for the Increase in traffic

D. the difficulty in collecting, analyzing, and querying rapidly growing data

Correct Answer: C

Responding to the demand for mobile access: Most legacy network infrastructures were not built to allow consumer-oriented devices to access corporate data and applications. Lack of network capacity and scalability and Wireless Local Area Network were not originally designed to cope with the huge traffic demands of consumer devices, and support for devices that need to connect is a big consideration (Study guide p.33)

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