



# HP2-E59<sup>Q&As</sup>

Introduction to Selling Servers, Storage, Networking and Services

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#### QUESTION 1

What is the Just Right IT maturity model?

- A. A basic approach of customizing strategies to build business momentum that enable business expansion
- B. A business customization concept of entering a market and enabling growth
- C. The three basic stages of business growth: starting out, building momentum, and business expansion
- D. Expansion a basic solution concept to be customized based on customer needs and individual business models

Correct Answer: B

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#### QUESTION 2

Which HP online tool makes it easy to select the right HP solution bundle to recommend to a small or medium business?

- A. HP Insight Online
- B. LAN Desk solution for HP
- C. HP JRIT
- D. Hpshopping.com

Correct Answer: C

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#### QUESTION 3

What is the difference between computer memory and computer storage?

- A. Computer memory is the storage hierarchy; computer storage is a subset of the computer memory.
- B. Computer memory handles data from input devices; computer storage handles data from output devices.
- C. Computer memory is the fast, volatile data-retention technologies; computer storage is the slower, permanent data-retention technologies.
- D. Computer memory includes the arithmetic unit of the CPU; computer storage includes the control unit of the CPU.

Correct Answer: C

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#### QUESTION 4

Which statement about types of care available from HP Technology Services is true?

- A. HP Foundation care offers only hardware services while HP Core Services care offers hardware and software



services.

- B. HP Reactive care offers only the standard warranty and on site services while HP Core Services care offers full solution support
- C. HP Foundation care offers only reactive support while HP Proactive care offers reactive support and proactive support.
- D. HP BreakFix care offers only hardware repairs while HP Core Services care offers software and hardware support.

Correct Answer: C

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#### QUESTION 5

What is customer segmentation?

- A. Subdividing similar customers into groups for prospecting and efficiently uncovering their needs
- B. Dividing a customers network infrastructure into manageable units for efficient control
- C. Dividing customers by physical location and region for defining sales territories
- D. Grouping the people in a company into similar work segments to improve processes and services

Correct Answer: A

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