



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.

Select and Place:

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

		Process steps
1	(place step here)	Add to Cart
2	(place step here)	Log on to ESS portal
3	(place step here)	Select the item you want to order.
4	(place step here)	View Cart
5	(place step here)	Click Submit to complete the ordering process
6	(place step here)	Fill in mandatory fields for the request
7	(place step here)	Fill in mandatory fields for the item
8	(place step here)	Click Submit Request to order items from the cart
9	(place step here)	Select Order from Catalog

Correct Answer:

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

		Process steps
1	Log on to ESS portal	
2	Fill in mandatory fields for the item	
3	Select the item you want to order.	
4	Select Order from Catalog	
5	Add to Cart	
6	View Cart	
7	Click Submit Request to order items from the cart	
8	Fill in mandatory fields for the request	
9	Click Submit to complete the ordering process	

QUESTION 2



Where can notifications be added?

- A. from the main "Manage Catalog" screen
- B. in the "User Properties" configuration pane
- C. from the RAD editor pane
- D. from the "Alert Definition" pane

Correct Answer: D

QUESTION 3

A customer wants to implement a solution that provides comprehensive, automated management of service request lifecycle, from point of request through fulfillment. Which Service Manager application must be implemented to accomplish this?

- A. Change Management
- B. Request Management
- C. Service Catalog
- D. Release Management

Correct Answer: B

QUESTION 4

By default, when adding a New Operator record, what information must also be provided?

- A. an associated user role
- B. a menu structure for the operator
- C. a default MySM page
- D. language and currency for the operator
- E. an associated contact record

Correct Answer: E

QUESTION 5

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 6

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

QUESTION 7

Which capability word must be part of a user's profile to request an item for another person?

- A. svcCatRequestOnBehalf
- B. svcDeptRequester
- C. SOAP API
- D. svcCatManagerRequester

Correct Answer: A

QUESTION 8

Which ServiceCenter application release level can be upgraded directly to Service Manager 9.20?

- A. SC 5.0
- B. SC 5.1
- C. SC 6.0
- D. SC 6.2

Correct Answer: D



QUESTION 9

Which module does not have the ability to handle approvals?

- A. Change Management
- B. Service Desk
- C. Request Management
- D. Problem Management

Correct Answer: D

QUESTION 10

Which debugging parameters are typically used to debug performance issues? (Select three.)

- A. RTM:3
- B. sm -debugperformance
- C. sm -rundiagnosics
- D. debugdbquery:999
- E. sqldebug:1
- F. sqltrace:2

Correct Answer: ADE

QUESTION 11

Which Service Manager application rights are required for the person who deploys and configures the Service Request Catalog (SRC)?

- A. Service Desk and Change Request
- B. Service Desk and Incident Management
- C. SOAP API and Service Catalog
- D. Service Desk and Change Task

Correct Answer: C

QUESTION 12



Folder entitlement rights are assigned in which record?

- A. Profiles
- B. Assignment Groups
- C. Security Groups
- D. Execute Capabilities
- E. User Roles

Correct Answer: A

QUESTION 13

What controls the ability to share personal views with other operators?

- A. having user.favorites capability word in the Operator record
- B. having public.favorites capability word in the Operator record
- C. listing the view name under Queues on the Startup tab in the Operator record
- D. checking Share Views in the operator Associated Profile recordschecking Share Views in the operator? Associated Profile records

Correct Answer: B

QUESTION 14

Which statement is true about Service Level Management?

- A. It supports all Service Manager processes.
- B. Out-of-the-box it supports Service Desk, Incident, Problem, and Request processes.
- C. It supports operational ITIL processes, allowing the monitoring, controlling, and managing of CIs and business services.
- D. It is designed to ensure that IT services are aligned with personnel distribution.

Correct Answer: C

QUESTION 15

In Service Manager, why is the progress within the workflow of a change much clearer than in Service Desk?

- A. There are workorders that are related as predecessors and successors.
- B. There is a graph on the Workflow panel that shows all steps within the process.



C. There is a list of tasks that shows the progress.

D. There are status codes that clearly describe the phase within the Change process.

Correct Answer: B

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