Vendor: HP

Exam Code: HP2-N49

Exam Name: Selling HP Business Service Management Solutions

Version: Demo

QUESTION 1
According to an independent study by Gartner Research relating to the market drivers for an Operations Bridge solution, what percentage of the IT budget will most organizations typically spend on operating costs for their data center?

A. Less than 15 percent
B. Approximately 25 percent
C. Approximately 50 percent
D. Approximately 75 percent

Correct Answer: B

QUESTION 2
Which HP BSM persona is most likely to manage subject matter experts that make up the network and application monitoring teams?

A. director of distributed systems
B. VP of operations
C. director of service management
D. director of applications support

Correct Answer: C

QUESTION 3
What does HP APM monitor in order to improve application performance so that it aligns with business goals and service objectives?

A. Internet connectivity
B. User experience
C. Cloud activity
D. Virtual device performance

Correct Answer: B

QUESTION 4
With which persona should a salesperson discuss HP Operations Bridge relating to "excessive time to identify root cause of issues caused by non-standard network configurations" pain points?

A. director of service management
B. director of operations
C. director of mobile applications
D. director of distributed systems

Correct Answer: B

QUESTION 5
In addition to the director of operations, which personas should a salesperson include as key influences when discussing an HP Operations Bridge solution? (Select three.)

A. mobile applications administrator
B. director of service management
C. director of quality assurance
D. LOB manager for applications support
E. director of distributed systems
F. director of performance testing

Correct Answer: BEF

QUESTION 6
With which persona should a salesperson discuss centralizing infrastructure monitoring around a common tool set?

A. director of mobile applications
B. director of performance testing
C. director of applications monitoring
D. director of operations

Correct Answer: C

QUESTION 7
Which additional personas are key influencers on a potential infrastructure management solution sale with the director of operations? (Select three.)

A. H VP of applications
B. LOB manager for application support
C. security analyst
D. database administrator
E. QA test director
F. Windows administration manager

Correct Answer: CDF

QUESTION 8
What measures do senior IT management roles use to gauge the impact that a BSM solution is having with respect to their strategy for improvements in IT processes and providing a positive impact to the business? (Select three.)

A. reduction in event rates
B. operational and capital expense reduction
C. vendor and tool consolidation
D. assured IT Infrastructure uptime
E. lowering total cost of ownership
F. return on investment

Correct Answer: BDF

QUESTION 9
Which primary critical business challenges are faced by IT executives seeking solutions around Operations Analytics? (Select three.)

A. application quality issues
B. need to undertake vendor management consolidation
C. no consolidated search and investigation capabilities
D. no consolidated reporting
E. inability to do proactive monitoring
F. limited operational visibility

Correct Answer: ACF

QUESTION 10
Which functional solution from HP BSM provides the capability to capture and measure metrics about users' performance and experience with a business service?

A. Operations Bridge
B. Operations Intelligence/Analytics
C. Infrastructure Management
D. Application Performance Management

Correct Answer: D

QUESTION 11
Which HP Infrastructure Management opportunity should a salesperson discuss to address a "costly penalties and fines; audit failures, broken SLAs" pain point?

A. compliance and regulatory requirements
B. network automation
C. demand consolidation
D. network operations center efficiency

Correct Answer: A

QUESTION 12
With which HP APM persona should a salesperson discuss centralizing application monitoring around a common toolset?

A. director of mobile applications
B. director of service management
C. director of applications support
D. director of performance testing

Correct Answer: B

QUESTION 13
Which Infrastructure Management tool uses topology and metrics information to help provide capacity management of virtualized infrastructures?

A. Network Automation
B. Virtual Performance Viewer
C. Service Health Reporter
D. Site Scope

Correct Answer: C

QUESTION 14
With which persona should a salesperson discuss Operations Analytics relating to the "event volume up 300 percent in the past five years and the growing IT complexity up 30 percent year over year" pain point?

A. director of service management
B. director of mobile applications
C. director of application quality
D. director of security

Correct Answer: A

QUESTION 15
Which primary IT process benefits does the HP Infrastructure Management solution provide? (Select three)

A. increased IT Network Operations Center efficiency
B. reduced down time and mean time to resolve (MTTR)

C. silo busting

D. management of physical and virtual environments

E. real-time compliance enforcement

F. application performance issues

G. data analytics

Correct Answer: DEF

QUESTION 16
Which HP Operations Bridge capability is defined as a "dynamic service model that allows you to map dependencies and relationships in real time"?

A. dashboard consolidation

B. model driven development and operations

C. connecting multiple event management teams

D. model driven operations

Correct Answer: B

QUESTION 17
Which capabilities and benefits are related to an IT Network Operations Center's efficiency and success? (Select three.)

A. network fault detection and triage

B. performance monitoring

C. application quality assurance

D. storage space optimization

E. availability monitoring

F. data usage and backup

Correct Answer: ABC

QUESTION 18
With which persona should a salesperson discuss performance and availability of cloud, virtual and hybrid environments?

A. director of mobile applications

B. director of applications monitoring

C. director of performance testing

D. director of service management

Correct Answer: D

QUESTION 19
What does HP APM monitor across traditional, mobile, virtual, and cloud environments to keep the business healthy?

A. internet connections

B. applications

C. event logs

D. IT infrastructure

Correct Answer: B

QUESTION 20
Which element of the HP BSM solution enables the HP key differentiator known as "Universal Event Correlation"?

A. stream-based event correlation
B. transaction-based event correlation
C. performance and metric-gathering service plug-ins
D. run time service model

Correct Answer: D

QUESTION 21
According to Gartner Research, which IT processes are vital when implementing a strongly integrated HP APM solution? (Select three.)

A. application discovery and dependency mapping
B. user experience monitoring
C. storage usage
D. transaction profiling
E. virtual tracking
F. service ticket automation

Correct Answer: ABD

QUESTION 22
Which capability should a salesperson discuss with a Director of Performance Testing to address the "inability to use production experience for continued improvement of application quality" pain point?

A. mobile application monitoring
B. Dev/Ops cooperative relationship
C. "bring your own device" best practices
D. cloud application monitoring

Correct Answer: D

QUESTION 23
With which persona should a salesperson discuss HP Operations Bridge relating to "centralizing operations monitoring around a common tool set"?

A. director of operations
B. director of mobile applications
C. director of applications monitoring
D. director of performance testing

Correct Answer: A

QUESTION 24
With which HP APM persona should a salesperson discuss diagnosing application performance issues before the application is released into production?

A. director of applications monitoring
B. director of operations
C. director of performance testing
D. director of mobile applications

Correct Answer: C

QUESTION 25
With which persona should a salesperson discuss HP Operations Analytics relating to the "no capability to perform lightning fast searches across vast amounts of data" pain point?

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