

HP

Exam HP0-M22

Implementing HP Service Manager Software

Version: 5.0

[Total Questions: 150]

Topic 0, A

A

Question No : 1 - (Topic 0)

Which application in Service Manager is associated with ITIL v2 Definitive Software Library (DSL)?

- A. Project Management
- B. Release Management
- C. Problem Management
- D. Service Lifecycle Management

Answer: B**Question No : 2 - (Topic 0)**

Where are RDBMS permissions controlled?

- A. in LDAP
- B. in the RDBMS
- C. in the Service Manager client
- D. in the Service Manager server

Answer: B**Question No : 3 - (Topic 0)**

For what is Service Manager considered an authoritative source?

- A. contact data
- B. location data
- C. incident data
- D. email addresses

Answer: C**Question No : 4 - (Topic 0)**

Which application in Service Manager stores ITIL's configuration items?

- A. Incident Management
- B. Change Management
- C. Release Management
- D. Configuration Management

Answer: D

Question No : 5 - (Topic 0)

Where are Service Manager localized notifications set up?

- A. rules wizard
- B. macro engine
- C. message class
- D. notification engine

Answer: D

Question No : 6 - (Topic 0)

Which file contains information on self-service license usage?

- A. sc.log
- B. sm.log
- C. sm.alert.log
- D. system.startup

Answer: B

Question No : 7 - (Topic 0)

Which debugger is available from the Service Manager Windows client? (Select two.)

- A. RAD Debugger
- B. Advanced Debugger
- C. JavaScript Debugger
- D. Web Client Debugger

Answer: A,B

Question No : 8 - (Topic 0)

Which file contains debugging information?

- A. sm.log
- B. debug.log
- C. send.log
- D. sm.alert.log

Answer: A

Question No : 9 - (Topic 0)

To which file are debugging parameters added?

- A. sm.ini
- B. sm.log
- C. sm.cfg
- D. System-Wide Information Record

Answer: A

Question No : 10 - (Topic 0)

How can new fields be added to the RDBMS when the Service Manager user does not have alter rights to the database? (Select two.)

- A. by mapping the new fields to a null table
- B. by adding the field to the dbdict and clicking on SM Alters
- C. by adding the fields to the RDBMS and having Service Manager detect them
- D. by supplying the DDL from the Alter dialog box to the Database Administrator

Answer: C,D

Question No : 11 - (Topic 0)

Which data type typically represents the Service Manager character data type on the RDBMS?

- A. text
- B. float
- C. varchar
- D. Boolean

Answer: C

Question No : 12 - (Topic 0)

Which RDBMS running on UNIX is compatible with Service Manager?

- A. P4
- B. Oracle 10
- C. Sybase 12.5
- D. SQL Server 2005

Answer: B

Question No : 13 - (Topic 0)

How many threads does a Service Manager user establish on the RDBMS?

- A. 1
- B. 2
- C. 3
- D. 10

Answer: A

Question No : 14 - (Topic 0)

What determines case sensitivity in Service Manager?

- A. case setting in the sm.ini
- B. case setting of the DBDICT utility
- C. database (RDBMS) configuration settings
- D. case sensitivity settings in the System-Wide Information Record

Answer: C

Question No : 15 - (Topic 0)

Which access method is used to connect to the SQL Server Database from Service Manager?

- A. web services
- B. SQL Server API
- C. SQL Server client
- D. ODBC driver for SQL Server

Answer: D

Question No : 16 - (Topic 0)

Which startup parameter is required to connect Service Manager to its RDBMS?

- A. sqllogin
- B. sqldebug
- C. sqlconnect
- D. sqlfetchrows

Answer: A

Question No : 17 - (Topic 0)

What is used as a condition for a menu or a display option that makes an option only available to system administrators?

- A. `index($ucapex,"SysAdmin")=0`
- B. `index("SysAdmin",$lo.ucapex)>0`
- C. `index("SysAdmin",$lo.ucapex)=0`
- D. `index($lo.ucapex,"SysAdmin")>0`

Answer: B

Question No : 18 - (Topic 0)

Which statement is true about deploying the Windows client?

- A. It should never be deployed.
- B. There is no Windows client to deploy.
- C. It should be deployed to perform tailoring.
- D. It should be deployed to accomplish daily operation tasks.

Answer: C

Question No : 19 - (Topic 0)

What is a valid database choice for Service Manager?

- A. Service Manager proprietary database, P4
- B. any RDBMS that supplies an ODBC connection
- C. MS SQL Server that can be used with any application server
- D. MS SQL Server that can only be used with a Windows-based application server

Answer: D

Question No : 20 - (Topic 0)

What must all Service Manager communications to the RDBMS go through?

- A. the client
- B. the web tier
- C. the application server
- D. the web services interface

Answer: C

Question No : 21 - (Topic 0)

In a global organization concerned with performance, where should web application servers be deployed?

- A. regionally as needed
- B. only at the main data center
- C. on the same subnet as the RDBMS server
- D. where web services are needed to communicate with the application server

Answer: A

Question No : 22 - (Topic 0)

Which Crystal Reports are supplied with Service Manager?

- A. No reports are supplied.
- B. Sample reports are supplied.
- C. Report Center is the reporting tool for Service Manager.
- D. A complete Crystal Report developer license and sample reports are supplied.

Answer: B

Question No : 23 - (Topic 0)

What is a requirement of a Service Manager database definition?

- A. It must be installed as SQL Server 2005 express.
- B. It must only be loaded at the time of initial installation.
- C. It can not be attached to an existing, pre-configured RDBMS.
- D. It can be installed into any pre-configured and supported RDBMS.

Answer: D

Question No : 24 - (Topic 0)

With which configuration can Service Manager's application server be horizontally scaled?

- A. a single application server
- B. multiple RDBMS servers
- C. multiple servers running different operating systems
- D. multiple servers running the same operating system

Answer: D

Question No : 25 - (Topic 0)

Which statement is true about Service Manager's database configuration?

- A. It is a fully relational model.
- B. The application stores the record relationships.
- C. It is a flat filesystem with a B-tree index schema.
- D. It uses the RDBMS advanced features, such as the text search engine.

Answer: B

Question No : 26 - (Topic 0)

In which table does the Service Desk application store its primary records?

- A. incidents table
- B. screlation table
- C. interactions table
- D. applications table

Answer: A

Question No : 27 - (Topic 0)

Which Service Manager table is required as a central repository for all hardware configuration item information?

- A. device table
- B. relation table
- C. devtype table
- D. activities table

Answer: A

Question No : 28 - (Topic 0)

Which system-controlled field indicates how quickly an issue needs to be addressed and how broadly a community is affected?

- A. Impact
- B. Priority
- C. Severity