

HP

Exam HP0-M43

HP Service Manager 9.x Software

Version: 6.3

[Total Questions: 113]

Question No : 1

Given the Service Manager RDBMS user has the right to create tables, which action in Service Manager translates directly into a SQL create statement?

- A. creating a new dbdict
- B. creating a new field in an existing dbdict
- C. renaming a dbdict
- D. renaming an existing field in an existing dbdict

Answer: A

Question No : 2

Which capability word is required to grant operator access to Crystal Report?

- A. ReportAdmin
- B. ODBC
- C. data administrator
- D. SysAdmin

Answer: B

Question No : 3

What are the three main access layers on which security can be set in Service Manager? (Select three.)

- A. Application Access
- B. Database Access
- C. Functional Access
- D. Process Access
- E. Module Access
- F. Code Access
- G. System Access

Answer: A,C,G

Question No : 4

Which debugging parameter is used to debug Web Services interfaces in Service Manager?

- A. debughttp:1
- B. debugjs:1
- C. debugws:1
- D. debugdbquery:1

Answer: A

Question No : 5

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

Answer: A,D,E

Question No : 6

Which statements are true about Configuration Management? (Select two.)

- A. Configuration Management is the process responsible for maintaining information about assets required to deliver an IT service, including their relationships.
- B. Configuration Management is the process responsible for tracking and reporting the value and ownership of financial assets throughout their lifecycle.
- C. Configuration Management minimizes the number of quality and compliance issues caused by improper configuration and services and assets.

- D.** Configuration Management is the process responsible for maintaining information about CIs required to deliver an IT service, including their relationships.
- E.** Configuration Management supports two ITIL processes: Incident Management and Problem Management.

Answer: C,D

Question No : 7

What is the goal of Knowledge Management?

- A.** to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem
- B.** to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle
- C.** to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision
- D.** to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization's value to their company

Answer: B

Question No : 8

Which ITIL V3 process does Service Manager provide to configure a catalog from which users can request goods and services, an approval engine that processes the request, and which allows for procurement and delivery of approved goods and services?

- A.** Change Management
- B.** Service Request Catalog
- C.** Request Fulfillment
- D.** Service Management

Answer: C

Question No : 9

What are the features of the embedded Release Control Change Calendar? (Select three.)

- A. used for approvals
- B. gives visibility to the ITIL's concept of a Forward Schedule of Changes (FSC)
- C. is a stand-alone Change Management application
- D. interacts with UCMDB
- E. interacts with the Change Management application of Service Manager
- F. can only be accessed via the Windows client
- G. is able to check resource availability

Answer: B,E,G

Question No : 10

Which connectors are available for Connect-It? (Select three.)

- A. HP Service Desk Web Services Connector
- B. HP Service Manager Web Client Connector
- C. HP Universal CMDB Connector (XML)
- D. Active Directory Connector
- E. HP Service Center Connector
- F. Service Manager Connector

Answer: C,E,F

Question No : 11

Which component is included in all Web Services integrations?

- A. Eventin record
- B. WSDL (Web Services Description Language)
- C. DEM (Discovery Event Manager)
- D. proxy server

Answer: B

Question No : 12

What designates a global variable?

- A. The variable starts with \$L.
- B. The variable is just defined with \$.
- C. The variable starts with \$G or \$lo.
- D. The variable starts with \$P.

Answer: C

Question No : 13

In the out-of-the box processes, which tickets can a Change Manager associate to an existing change? (Select three.)

- A. Incident
- B. Known Error
- C. Problem
- D. Change
- E. Interaction
- F. Configuration Item

Answer: A,B,D

Question No : 14

What can be approved through the Service Manager ESS client? (Select two.)

- A. Service Catalog requests
- B. Change requests
- C. Known Errors
- D. Incident records
- E. Problem Management line items

Answer: A,B

Question No : 15

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

Answer: A

Question No : 16

Which options are available to the Self-Service user when searching the knowledge base? (Select two.)

- A. search in results after results are returned on the first search
- B. Advanced options such as categorization information, additional filtering
- C. decision tree support
- D. search the Interaction library
- E. search the Problem library

Answer: A,B

Question No : 17

Which file defines startup parameters and defines the processes the system automatically starts?

- A. sm.ini
- B. sm.startup
- C. sm.cfg
- D. sm.log

Answer: C

Question No : 18

Which file do you modify to add system-wide parameters to a Windows or UNIX server installation?

- A. sm.opt
- B. sm.log
- C. sm.startup
- D. sm.ini

Answer: D

Question No : 19

What provides a way to translate and display values for a predetermined field of a given table in different languages?

- A. Globalization Utility
- B. Localization Utility
- C. Notification Utility
- D. Internationalization Utility

Answer: B

Question No : 20

How can the development audit utility be used to move changes from development to production?

- A. by unloading an audit delta
- B. by creating a signature file for all changed records
- C. by assisting the implementer with a manually created list of records to unload
- D. by auditing all files in the system and creating a list of records changed

Answer: A