

# HP

## Exam HP2-E47

### Selling HP Value Support Services

Version: 6.2

[ Total Questions: 53 ]

**Question No : 1**

How can HP Technology Services help customers optimize their IT infrastructure?

- A. by implementing Factory Express Services
- B. by rationalizing hardware and software support
- C. by diversifying IT operations
- D. by providing Performance Engineering Services

**Answer: A**

Reference:<http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA3-5079ENW.pdf>(page 3, left column, last paragraph)

**Question No : 2**

What does HP Insight Remote Support services provide to customers?

- A. insight into the integration of their business processes
- B. 24 x 7 remote system monitoring and fast accurate problem solving
- C. flexible portfolio of support options
- D. remote, off-site repair and fast accurate network use assessments

**Answer: B**

Reference:<http://h18004.www1.hp.com/products/servers/management/insight-remote-support/overview.html>(first paragraph)

**Question No : 3**

How can HP Technology Services help your customers meet their business challenges?

- A. by helping companies outsource their IT operations
- B. by enabling processes that shorten time-to-market
- C. by helping IT departments obtain the highest performing hardware
- D. by enabling the introduction of new networking hardware

**Answer: B**

**Question No : 4**

What are the contributions of HP Technology Services in developing a customer's IT strategy? (Select three.)

- A. They help customers increase operations efficiency.
- B. They help reduce reliance on IT.
- C. They help customers accelerate service delivery.
- D. They help customers accelerate adoption of tablet PCs.
- E. They help customers move to local IT deployment.
- F. They help customers enhance their operational flexibility.

**Answer: A,C,F**

**Question No : 5**

What is HP's response to the need for IT to enable success through evolving business models, technology advances, and a changing workforce?

- A. enterprise-scale Windows deployment
- B. high availability, UNIX based infrastructures
- C. the Instant-On Enterprise
- D. the HP Mission Critical Partnership

**Answer: C**

Reference:<http://www.it-director.com/business/regulation/content.php?cid=12427>

**Question No : 6**

What is driving the need for HP Technology Services?

- A. Localization and the growth of national business operations
- B. the increasing need for smaller data centers
- C. the increasing need for faster micro-processor speeds

D. the increase of on-line services and remote operations

**Answer: D**

**Question No : 7**

What are the challenges for strategically managing virtualized IT environments? (Select two.)

- A. security and system access issues
- B. maintaining firmware, drive and software compatibility
- C. the introduction of new mobile devices
- D. optimizing desktop PC performance
- E. the reduction of overall hardware prices

**Answer: A,B**

**Question No : 8**

How does the customer pay for HP Proactive Select services?

- A. Proactive Select Service Credits
- B. on-off fixed payment
- C. on a fault-by-fault basis
- D. monthly contact payments

**Answer: A**

Reference:[http://h20345.www2.hp.com/NR/rdonlyres/D1EF1079-C37B-4A03-A0FB-5FEF76F09FEC/0/SvcDesc\\_SWSPSC.pdf](http://h20345.www2.hp.com/NR/rdonlyres/D1EF1079-C37B-4A03-A0FB-5FEF76F09FEC/0/SvcDesc_SWSPSC.pdf)(page 3, right column, 3rdparagraph)

**Question No : 9**

According to IDC how much can deployment of HP's Mission Critical Services reduce the cost of running mission critical IT?

- A. 5%