

# HP

## Exam HP2-E57

**IT to Business Alignment - HP Always On Support Services**

Version: 6.1

**[ Total Questions: 40 ]**

**Question No : 1**

Which deliverables are NOT part of Proactive24? (Select two.)

- A. Semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
- B. Quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
- C. 30 Proactive Select credits
- D. Semi-annual OS patching/hot fix analysis and management
- E. Semi-annual hardware firmware analysis and management
- F. Access to HP's Global Mission Critical Solution Center through Priority Recovery
- G. Annual System Health check

**Answer: D,E**

**Question No : 2**

Which service(s) have been designed by HP to primarily support Industry Standard Servers (ISS) environments?

- A. Proactive Select
- B. Proactive 24
- C. Critical Advantage
- D. Critical Advantage and Critical Service
- E. Critical Advantage and Datacenter Care

**Answer: C**

Reference:[http://www.xma4education.co.uk/manufacture/Hewlett-Packard/Converged\\_Infrastructure/Services.aspx](http://www.xma4education.co.uk/manufacture/Hewlett-Packard/Converged_Infrastructure/Services.aspx)

**Question No : 3**

What are the key elements of HP's "3 pillar approach" to meeting customer business requirements/service levels?

- A. The customer should have the same maturity level of Technology and Support

Partnerships.

**B.** The customer's service levels and technology require more investment.

**C.** It is an approach to defining/clarifying service level requirements after infrastructure has been purchased.

**D.** Demonstrate that the same level of Support Partnerships, ITSM maturity, and technology investment are required.

**Answer: C**

**Question No : 4**

Which statements are general indicators of a good working relationship between business units and IT (i.e., good IT to Business Alignment)? (Select three.)

**A.** Head of IT does not have a high status within the company organization.

**B.** Service to end-users is a top IT priority.

**C.** An IT strategy exists which closely supports the business strategy.

**D.** IT focuses primarily on technology rather than business.

**E.** The business believes that IT is a key strategic asset and business resource.

**F.** Business users are not typically involved in IT projects.

**Answer: C,E,F**

**Question No : 5**

From an HP/Partner perspective, what is NOT a main goal of the IT to Business Alignment Workshop?

**A.** to align and appropriately recommend HP support services to meet customer requirements

**B.** to provide the customer guidance on what IT infrastructure they should buy from HP

**C.** to understand whether a customer's IT is delivering the appropriate service levels to meet business requirements

**D.** to provide a quick snapshot of the customer's IT Service Management process maturity

**Answer: A**

**Question No : 6**