HP

Exam HP2-N49

Selling HP Business Service Management Solutions
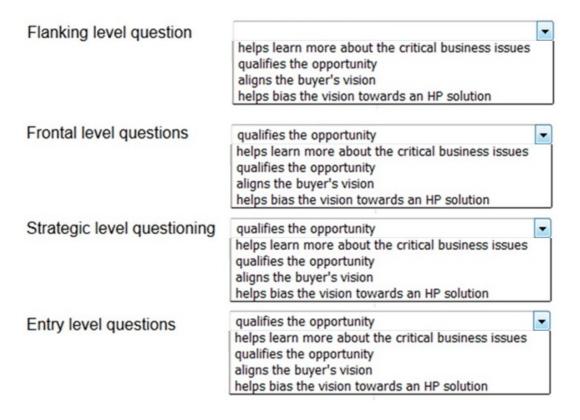
Version: 7.0

[Total Questions: 50]

Question No : 1 HOTSPOT

During the discovery phase, a salesperson needs to use different questioning techniques for the various levels of persona and the solution depth Match the type of discovery question with its applicable definition.

Flanking level question

| helps learn more about the critical business issues |
| qualifies the opportunity |
| aligns the buyer's vision |
| helps bias the vision towards an HP solution |

Frontal level questions

| qualifies the opportunity |
| helps learn more about the critical business issues |
| qualifies the opportunity |
| aligns the buyer's vision |
| helps bias the vision towards an HP solution |

Strategic level questioning

| qualifies the opportunity |
| helps learn more about the critical business issues |
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Entry level questions

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Answer:

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Question No : 2

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

Answer: C

Question No : 3

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

Answer: A,B,D
Reference:http://static.ziftsolutions.com/files/8a7c9fef2a66eb9c012af1f128e2399a.pdf

Question No : 4

What do executive level buyers expect from salespeople when seeking a solution for their business issues?

A. that they can clearly show they understand the business issues and can clearly articulate how to resolve them

B. that they can whiteboard the specific solution that will address the specific business issues

C. that they can provide customer case studies for ideas to address the business issues

D. that they can provide a short and detailed demonstration that clearly shows how to address the business issues

Answer: A

Question No : 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

Answer: B,E,F

Question No : 6

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

Answer: D
Reference:http://www.wmpromus.com/index.php/solutions/hp-software-col-150/hp-bsm

Question No : 7