

Vendor: HP

Exam Code: HP0-M43

**Exam Name:** HP Service Manager 9.x Software

**Version: DEMO** 

## **QUESTION 1**

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

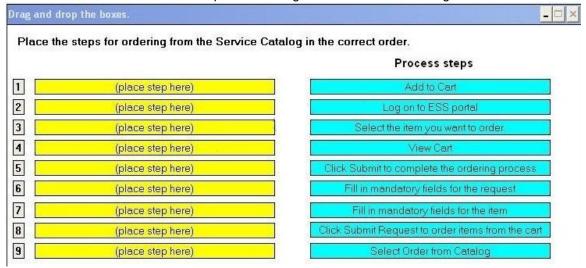
- A. Incident
- B. Known Error
- C. Problem
- D. Change
- E. Interaction
- F. Configuration Item

Answer: ABD

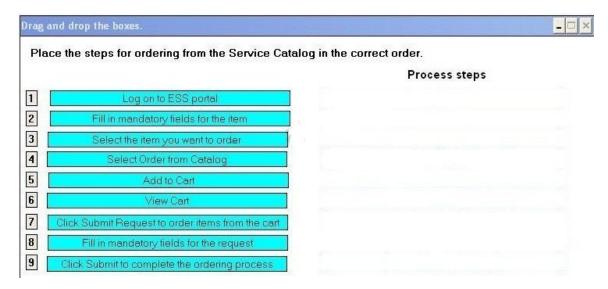
#### **QUESTION 2**

**Drag and Drop Questions** 

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.



## Answer:



## **QUESTION 3**

By default, when adding a New Operator record, what information must also be provided?

- A. an associated user role
- B. a menu structure for the operator
- C. a default MySM page
- D. language and currency for the operator
- E. an associated contact record

#### Answer: E

## **QUESTION 4**

Folder entitlement rights are assigned in which record?

- A. Profiles
- B. Assignment Groups
- C. Security Groups
- D. Execute Capabilities
- E. User Roles

#### Answer: A

#### **QUESTION 5**

What must be implemented in order to track Configuration Items (CIs) and Configuration Item Relationships (CIRs) by company ID?

- A. Integration Manager
- B. Web Services
- C. Multi-Tenant Support
- D. Single Sign On

## Answer: C

## **QUESTION 6**

Service Manager 9.2x provides a powerful workflow engine and application platform for automating, facilitating, and enforcing your key IT processes. What is another competitive advantage?

- A. Service Manager has the broadest coverage and support of the ITIL V3 Best Practices.
- B. Service Manager is the best Asset Management solution.
- C. Service Manager is a plug-and-play application.
- D. Service Manager is a full web-based application.

## Answer: A

## **QUESTION 7**

Which statement is true about the code page on the SQL Server?

- A. The SQL Server database must be created with a code page that supports the character set of most of your data.
- B. The SQL Server database must be created with a code page for the country in which your Service Manager server is located.
- C. The SQL Server database must be created with the UTF/8 code page.
- D. The SQL Server database must be created with a code page that supports multi-byte characters.

Answer: A

#### **QUESTION 8**

In Service Manager, why is the progress within the workflow of a change much clearer than in Service Desk?

- A. There are workorders that are related as predecessors and successors.
- B. There is a graph on the Workflow panel that shows all steps within the process.
- C. There is a list of tasks that shows the progress.
- D. There are status codes that clearly describe the phase within the Change process.

Answer: B

## **QUESTION 9**

Where can notifications be added?

- A. from the main "Manage Catalog" screen
- B. in the "User Properties" configuration pane
- C. from the RAD editor pane
- D. from the "Alert Definition" pane

Answer: D

## **QUESTION 10**

The development audit utility tracks changes made to HP Service Manager records during which phase of Service Manager implementation?

- A. testing
- B. development
- C. production
- D. training

Answer: B

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