Exam Code: HP0-M22

Exam Name: Implementing HP Service Manager Software

Vendor: HP

Version: DEMO

Part: A

1: Which application in Service Manager is associated with ITIL v2 Definitive Software Library (DSL)?

A.Project Management

B.Release Management

C.Problem Management

D.Service Lifecycle Management

Correct Answers: B

2: Where are RDBMS permissions controlled?

A.in LDAP

B.in the RDBMS

C.in the Service Manager client

D.in the Service Manager server

Correct Answers: B

3: For what is Service Manager considered an authoritative source?

A.contact data

B.location data

C.incident data

D.email addresses

Correct Answers: C

4: Which application in Service Manager stores ITIL's configuration items?

A.Incident Management

B.Change Management

C.Release Management

D.Configuration Management

Correct Answers: D

5: Where are Service Manager localized notifications set up?

A.rules wizard

B.macro engine

C.message class

D.notification engine

Correct Answers: D

6: Which file contains information on self-service license usage?

A.sc.log

B.sm.log

C.sm.alert.log

D.system.startup

Correct Answers: B

7: Which debugger is available from the Service Manager Windows client? (Select two.)

A.RAD Debugger

B.Advanced Debugger

C.JavaScript Debugger

D.Web Client Debugger

Correct Answers: A B

8: Which file contains debugging information?

A.sm.log

B.debug.log

C.send.log

D.sm.alert.log

Correct Answers: A

9: To which file are debugging parameters added?

A.sm.ini

B.sm.log

C.sm.cfg

D.System-Wide Information Record

Correct Answers: A

10: How can new fields be added to the RDBMS when the Service Manager user does not have alter rights to the database? (Select two.)

A.by mapping the new fields to a null table

B.by adding the field to the dbdict and clicking on SM Alters

C.by adding the fields to the RDBMS and having Service Manager detect them

D.by supplying the DDL from the Alter dialog box to the Database Administrator

Correct Answers: C D