

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

What does MySM home page replace when users log in to Service Manager 9.20?

- A. Menu Navigation
- B. System Status
- C. To Do Queue
- D. Approval Delegation

Correct Answer: C

QUESTION 2

The Incident Management process logs, investigates, diagnoses, and resolves incidents. Which role is required to control the efficiency and effectiveness of the process?

- A. Incident Analyst
- B. Incident Manager
- C. Service Desk
- D. Incident Coordinator

Correct Answer: B

QUESTION 3

Which technology is used to connect to Service Manager and SQL Server?

- A. SQL client
- B. SQL Plus
- C. ODBC
- D. JDBC

Correct Answer: C

QUESTION 4

How is an interaction created in Service Manager? (Select two.)

- A. via the Related option in Incident Management

- B. as part of a change (a task)
- C. by a Service Desk employee
- D. by a System Management event
- E. by an ESS user

Correct Answer: CE

QUESTION 5

THE HP BTO integration is more robust with the launch of Service Manager 9.2x. Which major integrations were introduced or improved with this release? (Select two.)

- A. introduction of integration with HP Project and Portfolio Management Center
- B. more robust integration with HP Quality Center
- C. tighter integration with HP Asset Manager
- D. introduction of HP Closed Loop Incident Process
- E. integration with UCMDB for multi-company integrations

Correct Answer: DE

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