HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

What are the features of the embedded Release Control Change Calendar? (Select three.)

A. used for approvals

B. gives visibility to the ITIL\\'s concept of a Forward Schedule of Changes (FSC)

C. is a stand-alone Change Management application

D. interacts with UCMDB

E. interacts with the Change Management application of Service Manager

F. can only be accessed via the Windows client

G. is able to check resource availability

Correct Answer: BEG

QUESTION 2

Which file defines startup parameters and defines the processes the system automatically starts?

A. sm.ini

B. sm.startup

C. sm.cfg

D. sm.log

Correct Answer: C

QUESTION 3

How can you add an operator to an Incident Assignment Group?

A. add the Incident Assignment Group name to the Operator Profile recordadd the Incident Assignment Group name to the Operator? Profile record

B. add the associated contact name to the Change Message Group Definition record

C. add the Incident Assignment Group name to the Operator record

D. add the associated contact name to the Incident Assignment Group Definition record

Correct Answer: C

QUESTION 4

Which integration methodologies exist in Service Manager to send and receive emails? (Select two.)

A. Connect-It

B. Import / Export

C. SCAuto

D. Service Manager Integration Suite (SMIS)

E. LDAP

Correct Answer: AC

QUESTION 5

What controls the ability to share personal views with other operators?

A. having user.favorites capability word in the Operator record

B. having public.favorites capability word in the Operator record

C. listing the view name under Queues on the Startup tab in the Operator record

D. checking Share Views in the operator Associated Profile recordschecking Share Views in the operator? Associated Profile records

Correct Answer: B

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