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QUESTION 1

Match each description of a business to the appropriate stage in the Small Business growth path.

- The company is forming silos. It needs more reliable servers and storage.
- The company is consolidating silos. It needs virtualized storage and networks.
- The company uses cost as the main buying criteria.

Hot Area:

- The company is forming silos. It needs more reliable servers and storage.

Starting Out
Building Momentum
Business Expansion
- The company is consolidating silos. It needs virtualized storage and networks.

Starting Out
Building Momentum
Business Expansion
- The company uses cost as the main buying criteria.

Starting Out
Building Momentum
Business Expansion

Correct Answer:

- The company is forming silos. It needs more reliable servers and storage.

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Starting Out
Building Momentum
Business Expansion

Building momentum Firmly in growth mode adding employees, customers, facilities, manufacturing Building trusted advisor status with vendors The need to scale IT easily and non-disruptively Increased need for storage, servers, Infrastructure as a Service, availability and reliability Use speed and agility as decision criteria Growth of on-premise IT due to more applications and users May have dedicated IT generalists in-house Need integrated security and disaster recovery Looking at analytics and BI Forming business unit silos of information Business expansion Growth now means multiple sites, products, and customers Has more formal vendor relations with more interaction points Has more applications and IT infrastructure There is a potential need for blade servers or cloud computing Includes a small team of IT generalists on-premise Reliability and uptime are a priority Has an advanced security infrastructure Requires more analytics and Business Intelligence (BI) Needs virtualized storage and networks Wants a more rigorous DR/BC Requires system integration Wants to consolidate business silos Includes trained and certified staff

QUESTION 2

Businesses need to reduce costs and increase original and creative approaches. Which of these IT initiatives are most related to that business driver? (Select two.)

- A. Responding to increased demand for mobile access
- B. Embracing cloud computing
- C. Cutting back on the rapid growth of big data
- D. Shifting away from complex Bring Your Own Device (BYOD) environments
- E. Adopting innovative platforms and technologies

Correct Answer: BE



QUESTION 3

Match the HP ProLiant Four Pillar with its correct description. (Note: The pillar might also include other features, not mentioned in the description.)

Proactive Service Support

- Servers automatically collect information on the IT environment in a cloud-based portal
- Embedded tools simplify provisioning, administration and maintenance
- Intelligent analytic technologies manage performance and optimize storage capacity
- Server technologies eliminate power configuration errors and reduce power and cooling needs.

Dynamic Workload Acceleration

- Servers automatically collect information on the IT environment in a cloud-based portal
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Integrated Lifecycle Automation

- Servers automatically collect information on the IT environment in a cloud-based portal
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Automated Energy Optimization

- Servers automatically collect information on the IT environment in a cloud-based portal
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Hot Area:

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QUESTION 4

Your customer is purchasing HP servers and switches for its data center. The customer needs to ensure high availability for its mission-critical services. Which HP service should you recommend?

- A. HP Foundation Care Plus with consolidated support options
- B. HP Collaborative Support
- C. HP Foundation Care
- D. HP Proactive Care Plus with personalized support options

Correct Answer: D

Benefits of HP Proactive Care Personalized Support Option (Study guide p.19)

A technical expert who knows the customer's environment: An assigned HP Account Support Manager (ASM) provides best-practice advice and collaboration regarding projects and issues Tailored services: Up to 4 business days per year of ASM time to provide technical and operational advice based on best practices Support planning: In addition to the operational and technical advice time, a support plan is developed annually and reviewed twice a year to help minimize risk to the business by documenting, tracking, and executing key services Offers: High availability for mission-critical services Flexibility: If the customer's needs grow during the service agreement, additional days can be ordered to support unanticipated events or issues

QUESTION 5

Which service is available with Proactive Care, but is not available with Foundation Care?

- A. Remote and onsite problem diagnosis and support
- B. Expedited replacement of parts and materials
- C. Software, firmware and documentation updates
- D. Health check reporting on the infrastructure

Correct Answer: D

HP Proactive Care (Study guide p.19)

HP Proactive Care services provide faster problem resolution, coupled with proactive services designed to help prevent problems before they occur. HP Proactive Care integrates both proactive and reactive elements so customers can get superior value out of their IT investments.

Reactive support includes 24 x 7 monitoring, diagnostics, and notifications (health check reporting).

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