

HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

Which debugging tool is available on the Windows client only?

- A. RAD debugger
- B. Advanced debugger
- C. JavaScript debugger
- D. Mozilla Firebug

Correct Answer: A

QUESTION 2

Which statement is true about Change Management?

- A. It is the logical "next step" after Incident Management.
- B. Within Service Manager, it does not interact with other Service Manager modules.
- C. It manages the process to control changes to an organization's infrastructure.
- D. It is often referred to as Release Management, as they are basically identical.

Correct Answer: C

QUESTION 3

Where do you configure the ability to delegate approvals?

- A. the Category record
- B. the Phase record
- C. the User Profile record
- D. the Environment record

Correct Answer: C

QUESTION 4

The Web Application Server belongs to which Service Manager application tier?

- A. Server Tier
- B. Web Tier

- C. Client Tier
- D. Database Tier

Correct Answer: B

QUESTION 5

When new fields are added to an RDBMS table of Service Manager, how can you bring the new fields into the corresponding Database Dictionary record of Service Manager?

- A. Select ctivate Nullable Rows.?Select ?ctivate Nullable Rows.
- B. Regenerate the table.
- C. Select "Import New Columns from SQL."
- D. No action is required because the new fields are entered automatically.
- E. Delete the table in the Database Dictionary and then create a new table.

Correct Answer: C

QUESTION 6

What are the three main access layers on which security can be set in Service Manager? (Select three.)

- A. Application Access
- B. Database Access
- C. Functional Access
- D. Process Access
- E. Module Access
- F. Code Access
- G. System Access

Correct Answer: ACG

QUESTION 7

What does the command line option sm -instantOn do?

- A. starts Service Manager
- B. allows access to all Service Manager modules

- C. installs a 60-day temporary license to evaluate, test, or develop a Service Manager system
- D. allows third-party products to connect to Service Manager

Correct Answer: C

QUESTION 8

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

QUESTION 9

Click the Task button. Match each utility with the customer requirement it meets.

Select and Place:

Match each utility with the customer requirement it meets.

Requirement

(place here)	A customer wants to display a button in the tool tray to launch to an internal web page.
(place here)	A customer wants to move the changes made to their development system to their test system.
(place here)	A customer wants to change the System Navigator for their Change Management users
(place here)	A customer wants a new query to show the current service desk tickets opened for a regional service desk group.
(place here)	A customer wants to audit the changes to the Affected CI field in the Incident Ticket.

Utilities

System Definition Utility	Views	
Unload	Display application (Display Event)	Done
Database Manager	Activity Actions	
Display application (Display Option)	Menu Manager	

Correct Answer:

Match each utility with the customer requirement it meets.

Requirement

Database Manager	A customer wants to display a button in the tool tray to launch to an internal web page.
Unload	A customer wants to move the changes made to their development system to their test system.
Menu Manager	A customer wants to change the System Navigator for their Change Management users
Display application (Display Event)	A customer wants a new query to show the current service desk tickets opened for a regional service desk group.
Views	A customer wants to audit the changes to the Affected CI field in the Incident Ticket.

Utilities

The screenshot shows a utility selection window. On the left side, there is a list of utilities: 'System Definition Utility', 'Display application (Display Option)', and 'Activity Actions'. On the right side, there is a 'Done' button.

QUESTION 10

Which statement is true about Service Level Management?

- A. It supports all Service Manager processes.
- B. Out-of-the-box it supports Service Desk, Incident, Problem, and Request processes.
- C. It supports operational ITIL processes, allowing the monitoring, controlling, and managing of CIs and business services.
- D. It is designed to ensure that IT services are aligned with personnel distribution.

Correct Answer: C

QUESTION 11

Which libraries other than the Knowledge Management library have search functionality? (Select three.)

- A. Problem library
- B. Change library
- C. Request library
- D. Incident library
- E. Release library
- F. Interaction library

Correct Answer: ADF

QUESTION 12

In which file are client preferences for the web client defined?

- A. web.xml
- B. webtier-9.20.war
- C. webapps
- D. webtier-9.20.txt

Correct Answer: A

QUESTION 13

Which utility should be used to schedule the deletion of data from the Service Manager database?

- A. unload script
- B. archive
- C. purge
- D. scheduler

Correct Answer: C

QUESTION 14

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.

Correct Answer: A

QUESTION 15

What is required to obtain a perpetual license?

- A. license entitlement certificate, IP address of the server, company information
- B. HP contract, MAC address of the server, server location
- C. Bill of Sale, HP sales person's name, dollar amount of the sale
- D. HP maintenance contract, system administrator's name, server model

Correct Answer: A

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