

HP0-M43^{Q&As}

HP Service Manager 9.x Software

Pass HP HP0-M43 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/hp0-m43.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by HP Official
Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



QUESTION 1

From within an interaction, you can escalate the interaction to which type of records? (Select two.)

- A. Incident record
- B. Change record
- C. Request record
- D. Response record

Correct Answer: AB

QUESTION 2

What is the goal of Knowledge Management?

- A. to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem
- B. to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle
- C. to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision
- D. to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization's value to their company

Correct Answer: B

QUESTION 3

Which technology is used to connect Service Manager to the Oracle database?

- A. ODBC
- B. JDBC
- C. Oracle Client
- D. SQL Plus

Correct Answer: C

QUESTION 4

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 5

When installing Service Manager 9.x, what does the Service Manager Application Server contain?

- A. RunTime Engine and configuration files including utilities to connect to the RDBMS
- B. Tomcat or another Web Application Server
- C. Apache or another Web Server
- D. Service Manager applications in the RDBMS

Correct Answer: A

QUESTION 6

What is the default communications port for the Help Server?

- A. 8080
- B. 8083
- C. 12690
- D. 13080

Correct Answer: B

QUESTION 7

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

System Definition Utility		Done
	Activity Actions	
Display application (Display Option)		

QUESTION 8

Which Configuration Management feature defines the authorized attributes of a CI configuration?

- A. CI Type
- B. Managed State
- C. Baseline
- D. Status

Correct Answer: B

QUESTION 9

In the out-of-the box processes, which tickets can a Change Manager associate to an existing change? (Select three.)

- A. Incident
- B. Known Error
- C. Problem
- D. Change
- E. Interaction
- F. Configuration Item

Correct Answer: ABD

QUESTION 10

For which users is the Windows client intended?

- A. helpdesk users who are logged in all day
- B. system administrators and implementers
- C. power users
- D. users who do not have network access

Correct Answer: B

QUESTION 11

Which capability word must be part of a user's profile to request an item for another person?

- A. svcCatRequestOnBehalf
- B. svcDeptRequester
- C. SOAP API
- D. svcCatManagerRequester

Correct Answer: A

QUESTION 12

Which Service Manager application rights are required for the person who deploys and configures the Service Request Catalog (SRC)?

- A. Service Desk and Change Request

B. Service Desk and Incident Management

C. SOAP API and Service Catalog

D. Service Desk and Change Task

Correct Answer: C

QUESTION 13

What are major improvements found in Service Manager as compared to Service Center? (Select two.)

A. improved process definition

B. compatibility with all major operating systems

C. improved integration with the HP BTO Portfolio

D. introduction of Service Catalog

E. more attractive to the small business market

Correct Answer: AC

QUESTION 14

What can be approved through the Service Manager ESS client? (Select two.)

A. Service Catalog requests

B. Change requests

C. Known Errors

D. Incident records

E. Problem Management line items

Correct Answer: AB

QUESTION 15

Which field indicates how pressing the incident and/or problem is for the service recipient?

A. Severity

B. Urgency

C. Impact

D. Priority

Correct Answer: B

[Latest HP0-M43 Dumps](#)

[HP0-M43 PDF Dumps](#)

[HP0-M43 Braindumps](#)