



**Vendor:** HP

**Exam Code:** HP0-M43

**Exam Name:** HP Service Manager 9.x Software

**Version:** DEMO

### QUESTION 1

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

**Answer:** ABD

### QUESTION 2

Drag and Drop Questions

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

	Process steps	
1	(place step here)	Add to Cart
2	(place step here)	Log on to ESS portal
3	(place step here)	Select the item you want to order.
4	(place step here)	View Cart
5	(place step here)	Click Submit to complete the ordering process
6	(place step here)	Fill in mandatory fields for the request
7	(place step here)	Fill in mandatory fields for the item
8	(place step here)	Click Submit Request to order items from the cart
9	(place step here)	Select Order from Catalog

**Answer:**

Drag and drop the boxes.

Place the steps for ordering from the Service Catalog in the correct order.

	Process steps
1	Log on to ESS portal
2	Fill in mandatory fields for the item
3	Select the item you want to order
4	Select Order from Catalog
5	Add to Cart
6	View Cart
7	Click Submit Request to order items from the cart
8	Fill in mandatory fields for the request
9	Click Submit to complete the ordering process

**QUESTION 3**

By default, when adding a New Operator record, what information must also be provided?

- A. an associated user role
- B. a menu structure for the operator
- C. a default MySM page
- D. language and currency for the operator
- E. an associated contact record

**Answer: E**

**QUESTION 4**

Folder entitlement rights are assigned in which record?

- A. Profiles
- B. Assignment Groups
- C. Security Groups
- D. Execute Capabilities
- E. User Roles

**Answer: A**

**QUESTION 5**

What must be implemented in order to track Configuration Items (CIs) and Configuration Item Relationships (CIRs) by company ID?

- A. Integration Manager
- B. Web Services
- C. Multi-Tenant Support
- D. Single Sign On

**Answer: C**

**QUESTION 6**

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.

**Answer: A**

**QUESTION 7**

Which statement is true about the code page on the SQL Server?

- A. The SQL Server database must be created with a code page that supports the character set of most of your data.
- B. The SQL Server database must be created with a code page for the country in which your Service Manager server is located.
- C. The SQL Server database must be created with the UTF/8 code page.
- D. The SQL Server database must be created with a code page that supports multi-byte characters.

**Answer: A**

#### **QUESTION 8**

In Service Manager, why is the progress within the workflow of a change much clearer than in Service Desk?

- A. There are workorders that are related as predecessors and successors.
- B. There is a graph on the Workflow panel that shows all steps within the process.
- C. There is a list of tasks that shows the progress.
- D. There are status codes that clearly describe the phase within the Change process.

**Answer: B**

#### **QUESTION 9**

Where can notifications be added?

- A. from the main "Manage Catalog" screen
- B. in the "User Properties" configuration pane
- C. from the RAD editor pane
- D. from the "Alert Definition" pane

**Answer: D**

#### **QUESTION 10**

The development audit utility tracks changes made to HP Service Manager records during which phase of Service Manager implementation?

- A. testing
- B. development
- C. production
- D. training

**Answer: B**

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