



Vendor: HP

Exam Code: HP2-E57

Exam Name: IT to Business Alignment - HP Always On
Support Services Exam

Version: DEMO

QUESTION 1

Which deliverables are NOT part of Proactive24? (Select two.)

- A. Semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
- B. Quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
- C. 30 Proactive Select credits
- D. Semi-annual OS patching/hot fix analysis and management
- E. Semi-annual hardware firmware analysis and management
- F. Access to HP's Global Mission Critical Solution Center through Priority Recovery
- G. Annual System Health check

Answer: DE

QUESTION 2

Which service(s) have been designed by HP to primarily support Industry Standard Servers (ISS) environments?

- A. Proactive Select
- B. Proactive 24
- C. Critical Advantage
- D. Critical Advantage and Critical Service
- E. Critical Advantage and Datacenter Care

Answer: C

QUESTION 3

What are the key elements of HP's "3 pillar approach" to meeting customer business requirements/service levels?

- A. The customer should have the same maturity level of Technology and Support Partnerships.
- B. The customer's service levels and technology require more investment.
- C. It is an approach to defining/clarifying service level requirements after infrastructure has been purchased.
- D. Demonstrate that the same level of Support Partnerships, ITSM maturity, and technology investment are required.

Answer: C

QUESTION 4

Which statements are general indicators of a good working relationship between business units and IT (i.e., good IT to Business Alignment)? (Select three.)

- A. Head of IT does not have a high status within the company organization.
- B. Service to end-users is a top IT priority.
- C. An IT strategy exists which closely supports the business strategy.
- D. IT focuses primarily on technology rather than business.
- E. The business believes that IT is a key strategic asset and business resource.
- F. Business users are not typically involved in IT projects.

Answer: CEF

QUESTION 5

From an HP/Partner perspective, what is NOT a main goal of the IT to Business Alignment Workshop?

- A. to align and appropriately recommend HP support services to meet customer requirements
- B. to provide the customer guidance on what IT infrastructure they should buy from HP
- C. to understand whether a customer's IT is delivering the appropriate service levels to meet business requirements
- D. to provide a quick snapshot of the customer's IT Service Management process maturity

Answer: A

QUESTION 6

What does Critical Advantage include?

- A. Proactive Services, Reactive Support, and Flexible Proactive Services as well as access to the Solution Center
- B. credits to purchase third-party services
- C. static services only for Datacenters
- D. access to third-party service providers to answer all services questions during normal business hours

Answer: A

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