



Vendor: HP

Exam Code: HP2-H33

Exam Name: Selling HP PPS ServiceOne Services

Version: DEMO

QUESTION 1

Which service corresponds to the following discovery question:

"Do you have the proper measures in place to avoid expensive regulatory or civil liabilities as a result of improper control or disposition of sensitive data?"

- A. Tracking and Recovery Services
- B. Asset Tagging
- C. Installation
- D. Defective Media Retention

Answer: D

Explanation:

<http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf>(page 8, see is this for you, defective media retention)

QUESTION 2

What is true about HP Standard Contractual Services?

- A. The HP Standard Contractual Services are annual services for multiple products on one agreement.
- B. HP standard Contractual Services can provide special customer delivery requirements, such as project management.
- C. HP Standard Contractual Services are prepaid annual service packages typically sold at the point of hardware sale.
- D. Each HP Standard Contractual Services agreement is linked to one hardware serial number.

Answer: A

QUESTION 3

Which HP PPS Services enable customers to cover various serial numbers with one agreement? (Select two.)

- A. HP Care Pack Services
- B. HP Custom Contractual Services
- C. HP Priority Services
- D. HP Standard Contractual Services
- E. HP Configuration Services

Answer: AD

QUESTION 4

Which trigger is a good indicator of an opportunity to offer HP Care Pack Services? (Select three.)

- A. A customer has established security policies and procedures.
- B. A customer requires project management to deploy personal systems.
- C. A customer needs an onsite technician to support the hardware fleet.
- D. A customer has a high volume of sensitive data to protect.

- E. A customer needs to be able to add or remove devices from the same service engagement.
- F. A customer is concerned about potential security breaches by irresponsible employees.

Answer: BCD

QUESTION 5

Which HP Care Pack Services option is considered a Risk Mitigation service?

- A. PC Tracking and Recovery
- B. Printer and Accessory Installation
- C. Asset Tagging
- D. Offsite Repairs

Answer: D

QUESTION 6

When do HP Care Pack Services need to be registered?

- A. within 10 days after the purchase of the care pack
- B. within 10 days after the purchase of the hardware
- C. within 30 days after the expiration of the warranty
- D. within 90 days after the purchase of the hardware

Answer: A

Explanation:

<http://www8.hp.com/h20195/v2/GetPDF.aspx%2F4AA5-1146ENW.pdf>(See the Page #03, Last Paragraph, 2ndLast line).

QUESTION 7

Based on the success story of the Cherokee County School District, which benefits did they realize through HP Care Pack Services? (Select three)

- A. Support for users with efficient escalation process
- B. Secure protection of sensitive data
- C. Reduced theft of computers and printers
- D. Efficient support of mobile users
- E. Removal of unplanned repair costs
- F. Increased staff productivity

Answer: AEF

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