

Exam Code: HP0-003

Exam Name: HP OpenView Service Desk 5.x

Vendor: HP

Version: DEMO

Part: A

1: Which capability allows for the exporting of HP OpenView Service Desk configuration information from one HP OpenView Service Desk database and the importing into another?

- A.Archiving
- B.Data Exchange
- C.Configuration Exchange
- D.Failover

Correct Answers: C

2: When exchanging configuration data between HP OpenView Service Desk Management Servers, what requirements are essential? Select TWO.

- A.The Management Servers must be the exact same version of Service Desk
- B.Configuration Exchange Filters MUST be defined and associated with Filter Groups
- C.The Service Desk Management Server MUST be rebooted after a Configuration Exchange Import
- D.Duplicate Object entries must be removed in the Service Desk performing the Configuration Exchange Import

Correct Answers: A B

3: Which levels of organization can be stored in an organization record?

- A.external and internal companies
- B.internal companies and workgroups
- C.companies, departments and employees
- D.all organizational levels

Correct Answers: D

4: Which statements are TRUE regarding Workgroups? Select TWO.

- A.Workgroups are used for object records assignment.
- B.Workgroups are used to create departments in organizations.
- C.A member of a parent workgroup is also a member of the related child workgroup.
- D.A person can be a member of multiple workgroups.

Correct Answers: A D

5: What types of persons can be registered in a person record?

- A.employees and callers
- B.employees and specialists
- C.external contacts and employees
- D.any type of person

Correct Answers: D

6: Which two events are normally entered as Service Calls in HP OpenView Service Desk? Select TWO.

- A.incidents from the IT infrastructure

- B.Requests For Change (RFC)
- C.automatic events from other applications
- D.Requests For Information (RFI)

Correct Answers: B D

7: Which statement about the Service Call Object in OpenView Service Desk is TRUE?

- A.When a Service Call is closed it will be automatically added to the FAQ section on the web interface.
- B.The deadline of a Service Call is determined by the priority-duration code table settings.
- C.Service Calls can only be modified and closed by Service Desk Named Users.
- D.Service Calls can only be received through the web interface and by telephone.

Correct Answers: B

8: How do Service Call records and Work Order records differ with respect to their link to a Configuration Item?

- A.A Service Call can be linked to multiple Configuration Items, while a Work Order can only be linked to one Configuration Item.
- B.A Work Order can be linked to multiple Configuration Items, while a Service Call can only be linked to one Configuration Item.
- C.A Work Order can only be related to Configuration Items via a Change record.
- D.A Configuration Item cannot be linked to a Service Call and a Work Order simultaneously.

Correct Answers: B

9: When implementing Incident Management with HP OpenView Service Desk, what authorizations must be defined when using Roles? Select THREE.

- A.Forms & Templates
- B.Objects
- C.Scheduled Tasks
- D.Filters
- E.Workspaces

Correct Answers: A B E

10: The Checklist Wizard _____.

- A.provides a list of regularly scheduled administrative tasks necessary to maintain the health of the Service Desk application.
- B.provides the Help Desk agent a list of questions to ask a customer when opening a specified type of Service Call.
- C.allows for the ease of Data Exchange configuration.
- D.is used as part of the Configuration Exchange function.

Correct Answers: B