



# HP0-M43<sup>Q&As</sup>

HP Service Manager 9.x Software

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#### QUESTION 1

In which file are client preferences for the web client defined?

- A. web.xml
- B. webtier-9.20.war
- C. webapps
- D. webtier-9.20.txt

Correct Answer: A

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#### QUESTION 2

Orders within Request Management are used to track internal and external vendors for services that need to be delivered. Which statements are true about orders? (Select two.)

- A. One order can fulfill multiple quotes.
- B. Orders can be used as purchase orders involving financial oversight.
- C. Orders can be generated automatically.
- D. Orders cannot exist independently from line items and/or quotes.
- E. One order category can have multiple order phases.

Correct Answer: AC

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#### QUESTION 3

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.

Correct Answer: A

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#### QUESTION 4

What is the correct path for Service Desk 5.0 customers migrating to Service Manager 9.20?



- A. SD5.0 > SM7.10 > SM9.20
- B. SD5.0 > SD6.1 > SM9.20
- C. SD5.0 > SD5.1 > SM9.20
- D. SD5.0 > SM7.0 > SM9.20

Correct Answer: C

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#### QUESTION 5

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

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