



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

HP Service Manager 9.x Software

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#### QUESTION 1

Which RDBMSs are supported when Service Manager and the RDBMS both run on Windows? (Select three.)

- A. Microsoft SQL Server
- B. Oracle
- C. MySQL
- D. DB2
- E. SQL Plus
- F. SYBase

Correct Answer: ABD

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#### QUESTION 2

Which integration methodologies exist in Service Manager to send and receive emails? (Select two.)

- A. Connect-It
- B. Import / Export
- C. SCAuto
- D. Service Manager Integration Suite (SMIS)
- E. LDAP

Correct Answer: AC

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#### QUESTION 3

For which users is the ESS web client intended?

- A. system administrators
- B. implementers
- C. helpdesk users
- D. end users

Correct Answer: D

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#### QUESTION 4



When performing the role of Service Catalog approver, which statements are true in regards to reviewing and approving service requests? (Select two.)

- A. You can close the Service Request.
- B. When you log on, you will see a list of Service Requests awaiting your action.
- C. You cannot approve multiple Service Requests in one action.
- D. You cannot act as a delegate for another approver.
- E. You can approve or deny the Service Request.

Correct Answer: BE

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#### QUESTION 5

Which record is a high-level record that defines the basic request information such as requester, required dates, coordinator, and description and doesn't contain detailed part information?

- A. Line item
- B. Quote
- C. Order
- D. Request

Correct Answer: B

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