HP0-M43^{Q&As}

HP Service Manager 9.x Software

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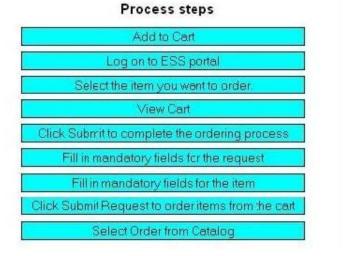
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QUESTION 1

Click the Task button. Place the steps for ordering from the Service Catalog in the correct order.
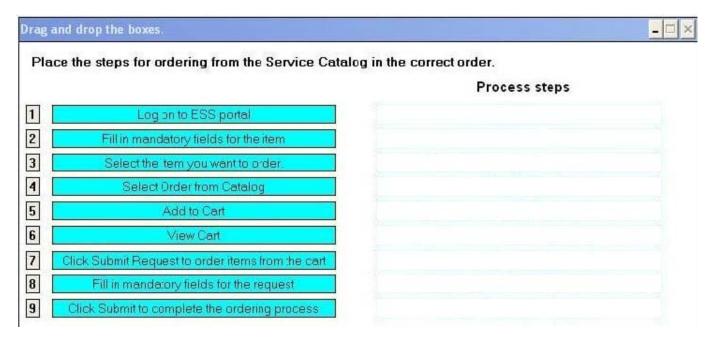
Select and Place:

Drag and drop the boxes.   - □ ×

Place the steps for ordering from the Service Catalog in the correct order.

Process steps

1	(place step here)
2	(place step here)
3	(place step here)
4	(place step here)
5	(place step here)
6	(place step here)
7	(place step here)
8	(place step here)
9	(place step here)

- Add to Cart
- Log on to ESS portal
- Select the item you want to order.
- View Cart
- Click Submit to complete the ordering process
- Fill in mandatory fields for the request
- Fill in mandatory fields for the item
- Click Submit Request to order items from the cart
- Select Order from Catalog

Correct Answer:

Drag and drop the boxes.   - □ ×

Place the steps for ordering from the Service Catalog in the correct order.

Process steps

1	Log on to ESS portal
2	Fill in mandatory fields for the item
3	Select the item you want to order.
4	Select Order from Catalog
5	Add to Cart
6	View Cart
7	Click Submit Request to order items from the cart
8	Fill in mandatory fields for the request
9	Click Submit to complete the ordering process

QUESTION 2

Which roles must be defined in order to implement a proper Change Management solution that controls, maintains and guides the Change process in a production environment? (Select two.)

A. Change Manager

B. Change Owner

C. Change Advisory Board

D. Change Requester

E. Change Coordinator

Correct Answer: AE

QUESTION 3

Which Configuration Management feature defines the authorized attributes of a CI configuration?

A. CI Type

B. Managed State

C. Baseline

D. Status

Correct Answer: B

QUESTION 4

Which field within the interaction determines the type of record that is created as a result of an escalation?

A. Category

B. Area

C. Subcategory

D. Product Type

Correct Answer: A

QUESTION 5

Which options are available to the Self-Service user when searching the knowledge base? (Select two.)

A. search in results after results are returned on the first search

B. Advanced options such as categorization information, additional filtering

C. decision tree support

D. search the Interaction library

E. search the Problem library

Correct Answer: AB

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