



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

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 2

In Service Manager, why is the progress within the workflow of a change much clearer than in Service Desk?

- A. There are workorders that are related as predecessors and successors.
- B. There is a graph on the Workflow panel that shows all steps within the process.
- C. There is a list of tasks that shows the progress.
- D. There are status codes that clearly describe the phase within the Change process.

Correct Answer: B

QUESTION 3

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

QUESTION 4

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

QUESTION 5

THE HP BTO integration is more robust with the launch of Service Manager 9.2x. Which major integrations were introduced or improved with this release? (Select two.)

- A. introduction of integration with HP Project and Portfolio Management Center
- B. more robust integration with HP Quality Center
- C. tighter integration with HP Asset Manager
- D. introduction of HP Closed Loop Incident Process
- E. integration with UCMDB for multi-company integrations

Correct Answer: DE

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