



HP0-M43^{Q&As}

HP Service Manager 9.x Software

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QUESTION 1

In the System Information record, you can configure company contact information and format restrictions for passwords. Which additional settings can you configure in the System Information record? (Select two.)

- A. time zone of the Service Manager server
- B. language displayed for all operators
- C. integrations with external applications
- D. scheduled maintenance for the server

Correct Answer: AC

QUESTION 2

What are the three main access layers on which security can be set in Service Manager? (Select three.)

- A. Application Access
- B. Database Access
- C. Functional Access
- D. Process Access
- E. Module Access
- F. Code Access
- G. System Access

Correct Answer: ACG

QUESTION 3

Which module is required to enable Service Desk agents to use and search information from existing incidents or problems?

- A. Knowledge Management
- B. Service Desk
- C. Problem Management
- D. Incident Management

Correct Answer: A



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

QUESTION 5

Which Service Manager table contains custom calendar records that system administrators can assign to Service Manager activities?

- A. calendar
- B. caldutyhours
- C. workschedules
- D. calholtable
- E. caltable

Correct Answer: B

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