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HP Service Manager 9.x Software

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QUESTION 1

Which technology is used to connect to Service Manager and SQL Server?

- A. SQL client
- B. SQL Plus
- C. ODBC
- D. JDBC

Correct Answer: C

QUESTION 2

You use the System Information record to configure which setting?

- A. time zone for all operators
- B. password requirement for all operators
- C. language displayed for all operators
- D. currency displayed for all operators

Correct Answer: B

QUESTION 3

What must be implemented in order to track Configuration Items (CIs) and Configuration Item Relationships (CIRs) by company ID?

- A. Integration Manager
- B. Web Services
- C. Multi-Tenant Support
- D. Single Sign On

Correct Answer: C

QUESTION 4

Which capability word is required to grant operator access to Crystal Report?

- A. ReportAdmin



- B. ODBC
- C. data administrator
- D. SysAdmin

Correct Answer: B

QUESTION 5

What is the purpose of the Service Request Catalog (SRC) client?

- A. to provide a user interface for users to order items from the Service Manager catalog
- B. to provide an interface for Cloud Service Assurance (CSA)
- C. to provide an interface to request services from Service Manager's Request Management module
- D. to provide a new and separate Service Catalog module that interfaces with Service Manager

Correct Answer: A

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