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HP Service Manager 9.x Software

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QUESTION 1

Which additional modules are available to Service Desk customers who migrate to Service Manager? (Select four.)

- A. UCMDB Foundation
- B. Incident Management
- C. Problem Management
- D. Change Management
- E. Scheduled Maintenance
- F. Request Management
- G. Service Catalog
- H. Service Level Management

Correct Answer: AEFG

QUESTION 2

What can be approved through the Service Manager ESS client? (Select two.)

- A. Service Catalog requests
- B. Change requests
- C. Known Errors
- D. Incident records
- E. Problem Management line items

Correct Answer: AB

QUESTION 3

Which clients are used to order items from the Service Manager catalog using an Internet browser? (Select two.)

- A. Service Manager Eclipse client
- B. Service Request Catalog (SRC)
- C. Service Manager Self-Service client
- D. Service Request client
- E. SACM client



Correct Answer: BC

QUESTION 4

Which debugging parameters are typically used to debug performance issues? (Select three.)

- A. RTM:3
- B. sm -debugperformance
- C. sm -rundiagnosics
- D. debugdbquery:999
- E. sqldebug:1
- F. sqltrace:2

Correct Answer: ADE

QUESTION 5

Which types of Service Manager data are stored on the RDBMS server? (Select two.)

- A. online help
- B. applications
- C. servlet ports
- D. demo data or user-entered data
- E. system parameters

Correct Answer: BD

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