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HP0-003

HP

HP OpenView Service Desk 5.x

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Question: 1

Which capability allows for the exporting of HP OpenView Service Desk configuration information from one HP OpenView Service Desk database and the importing into another?

- A. Archiving
- B. Data Exchange
- C. Configuration Exchange
- D. Failover

Answer: C

Question: 2

When exchanging configuration data between HP OpenView Service Desk Management Servers, what requirements are essential? Select TWO.

- A. The Management Servers must be the exact same version of Service Desk
- B. Configuration Exchange Filters **MUST** be defined and associated with Filter Groups
- C. The Service Desk Management Server **MUST** be rebooted after a Configuration Exchange Import
- D. Duplicate Object entries must be removed in the Service Desk performing the Configuration Exchange Import

Answer: A, B

Question: 3

Which levels of organization can be stored in an organization record?

- A. External and internal companies
- B. Internal companies and workgroups
- C. Companies, departments and employees
- D. All organizational levels

Answer: D

Question: 4

Which statements are TRUE regarding Workgroups? Select TWO.

- A. Workgroups are used for object records assignment.
- B. Workgroups are used to create departments in organizations.
- C. A member of a parent workgroup is also a member of the related child workgroup.
- D. A person can be a member of multiple workgroups.

Answer: A, D

Question: 5

What types of persons can be registered in a person record?

- A. Employees and callers
- B. Employees and specialists
- C. External contacts and employees
- D. Any type of person

Answer: D

Question: 6



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