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HP

Implementing HP Service Manager Software

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Question: 1

Which application in Service Manager is associated with ITIL v2 Definitive Software Library (DSL)?

- A. Project Management
- B. Release Management
- C. Problem Management
- D. Service Lifecycle Management

Answer: B

Question: 2

Where are RDBMS permissions controlled?

- A. in LDAP
- B. in the RDBMS
- C. in the Service Manager client
- D. in the Service Manager server

Answer: B

Question: 3

For what is Service Manager considered an authoritative source?

- A. Contact data
- B. Location data
- C. Incident data
- D. Email addresses

Answer: C

Question: 4

Which application in Service Manager stores ITIL's configuration items?

- A. Incident Management
- B. Change Management
- C. Release Management
- D. Configuration Management

Answer: D

Question: 5

Where are Service Manager localized notifications set up?

- A. Rules wizard
- B. Macro engine
- C. Message class
- D. Notification engine

Answer: D

Question: 6

Which file contains information on self-service license usage?

- A. sc.log

- B. sm.log
- C. sm.alert.log
- D. system.startup

Answer: B

Question: 7

Which debugger is available from the Service Manager Windows client? (Select two.)

- A. RAD Debugger
- B. Advanced Debugger
- C. JavaScript Debugger
- D. Web Client Debugger

Answer: A, B

Question: 8

Which file contains debugging information?

- A. sm.log
- B. debug.log
- C. send.log
- D. sm.alert.log

Answer: A

Question: 9

To which file are debugging parameters added?

- A. sm.ini
- B. sm.log
- C. sm.cfg
- D. System-Wide Information Record

Answer: A

Question: 10

How can new fields be added to the RDBMS when the Service Manager user does not have alter rights to the database? (Select two.)

- A. By mapping the new fields to a null table
- B. By adding the field to the dbdict and clicking on SM Alters
- C. By adding the fields to the RDBMS and having Service Manager detect them
- D. By supplying the DDL from the Alter dialog box to the Database Administrator

Answer: C, D

Question: 11

Which data type typically represents the Service Manager character data type on the RDBMS?

- A. text
- B. float
- C. varchar
- D. Boolean

Answer: C

Question: 12

Which RDBMS running on UNIX is compatible with Service Manager?

- A. P4
- B. Oracle 10
- C. Sybase 12.5
- D. SQL Server 2005

Answer: B

Question: 13

How many threads does a Service Manager user establish on the RDBMS?

- A. 1
- B. 2
- C. 3
- D. 10

Answer: A

Question: 14

What determines case sensitivity in Service Manager?

- A. Case setting in the sm.ini
- B. Case setting of the DBDICT utility
- C. Database (RDBMS) configuration settings
- D. Case sensitivity settings in the System-Wide Information Record

Answer: C

Question: 15

Which access method is used to connect to the SQL Server Database from Service Manager?

- A. web services
- B. SQL Server API
- C. SQL Server client
- D. ODBC driver for SQL Server

Answer: D

Question: 16

Which startup parameter is required to connect Service Manager to its RDBMS?

- A. sqllogin
- B. sqldebug
- C. sqlconnect
- D. sqlfetchrows

Answer: A

Question: 17

What is used as a condition for a menu or a display option that makes an option only available to system administrators?



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