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QUESTION: 1

How does the HP ServiceOne program "Expand" the opportunities for HP's resellers?

- A. by simplifying the relationship with HP software partners
- B. by differentiating the reseller relationships with 3rd party hardware vendors
- C. by enhancing their delivery capabilities
- D. by rewarding resellers with 3rd party software pricing

Answer: C

Reference:

<http://www.hp.com/hpinfo/newsroom/press/2011/110712xb.html>(4th paragraph)

QUESTION: 2

The HP ServiceONE program "differentiates" the relationship with resellers by providing preferential access to what?

- A. HP's hardware products
- B. HP's intellectual property and tools
- C. HP's outsourcing services
- D. 3rd party hardware vendor services

Answer: B

Reference:

<http://www.kelsercorp.com/serviceone-press/>(last paragraph)

QUESTION: 3

What are the three elements of the HP ServiceONE specialization?

- A. Lifecycle Partner Focus, Lifecycle Customer Focus, and Differentiated Market
- B. Product Expertise, Customer Knowledge, and Customer Relationship
- C. Technology Focus, Rewards Focus, and Business Focus
- D. Lifecycle Sales, Lifecycle Delivery, and Differentiated Relationship

Answer: D

Reference:

<http://www.channelworld.in/interviews/hp-its-latest-partner-initiative>(second paragraph)

QUESTION: 4

Why should an organization invest in the “Instant-on Enterprise?”

- A. to integrate and automate their business
- B. to create a technology-centric IT architecture
- C. to introduce tablet PCs into their organization
- D. to adopt a distributed server architecture

Answer: A

Reference:

<http://www.bankingtech.com/bankingtech/strategic-transformation-in-the-financial-services-industry-the-instant-on-bank/20000208541.htm>(topic: the path to the instant-on enterprise)

QUESTION: 5

What are the key metrics that determine which reward curve partners will occupy as part of the HP ServiceONE More-for-More Rewards program? (Select two.)

- A. Total Opportunity Performance
- B. Total Operating Profit
- C. Total Penetration Rate
- D. Total Operating Performance
- E. Total HP Services Performance of the Partner

Answer: C, D

QUESTION: 6

When you are at the Think and Design phases of the Solution Lifecycle, what type of services package might you recommend?

- A. HP Contract Services
- B. HP Installation Services
- C. HP 3rd party support services
- D. HP Professional Services

Answer: D

Reference:

<http://h71028.www7.hp.com/enterprise/cache/125790-0-0-0-121.html>

QUESTION: 7

Which ratio is calculated to determine a partner's penetration rate?

- A. a partner's total sales to the market average
- B. a partner's hardware sales to their service sales
- C. a partner's HP Care Pack sales to their total services business
- D. a partner's HP Care Pack services sales to their total HP hardware business

Answer: D

Reference:

http://www.plus-pack.com/spoty/brochures/brochure_partnerRecognition_v2r1.pdf(page 3, second column)

QUESTION: 8

What is HP ServiceONE?

- A. the Technology Service specialization for the HP Partner Program
- B. the hardware specialization for Technology Services Expert partners
- C. the Technology Services specialization of HP PartnerONE
- D. the HP Care Pack specialization of HP PartnerONE

Answer: C

Reference:

<http://www.hp.com/hpinfo/newsroom/press/2011/110712xb.html>(third paragraph)

QUESTION: 9

What percentage of customers is likely to buy additional hardware from a reseller if they have previously bought services?

- A. 20%
- B. 25%
- C. 35%
- D. 70%

Answer: C



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