



[HP HP0-003](#)

Exam Name: HP Openview Service Desk5 x

Q & A : 75 Q&As

Pdf Demo

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1. What three actions are available for UI Rules? Select THREE.

- A.Command Exec
- B.Auto-update UI version
- C.Limit Field Value Range
- D.Update Data
- E.Archive Data

Answer: ACD

2. What two actions can be created in the OV Configuration: Actions & Rules -> Actions section? Select TWO.

- A.System
- B.View
- C.Smart
- D.Rule
- E.Database

Answer: BC

3. What two factors determine the priority of an Incident?

- A.impact and deadline
- B.impact and urgency
- C.urgency and deadline
- D.status and impact

Answer: B

4. Which three supporting processes are essential for formal Service Level Management? Select THREE.

- A.Incident Management
- B.Consolidation Management
- C.Change Management
- D.Performance Management
- E.Availability Management
- F.Operations Management

Answer: ACE

5. The goal of Service Level Management is to _____.

- A.achieve a better relationship between IT and its customers.
- B.achieve a common understanding between the customer and the service provider regarding managing expectations and delivering results.
- C.achieve optimal performance of the IT infrastructure.
- D.manage individual infrastructure components to achieve high levels of throughput and availability.

Answer: B

6. What are the two activities that apply to Incident Management? Select two.

- A.Identification and tracking of configuration items
- B.Support for business operations
- C.Providing management information
- D.Implementation and monitoring of changes

Answer: CD

7. The HP OpenView Service Desk Approval feature may be used with which three object types? Select THREE.

- A.Problem
- B.Service Call
- C.Configuration Item
- D.Work order
- E.Maintenance contract
- F.Person

Answer: ABD

8. The purpose of a Service Level Agreement is to _____.

- A.increase the performance of the service desk.
- B.ensure that the business and IT requirements are aligned.
- C.create a stable IT infrastructure.
- D.obtain agreement on penalties.

Answer: B

9. According to ITIL , once an Incident has been identified as a Problem and service has been restored, who has the responsibility to close the Incident?

- A.The service desk or help desk analyst
- B.The problem manager
- C.The last specialist to work on the problem
- D.The change manager

Answer: A

10. Which three types are valid View types? Select THREE.

- A. Cross Reference
- B. Spreadsheet
- C. Explorer
- D. Service Tree
- E. Combination
- F. Card

Answer: CEF

11. 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: AB

12. According to ITIL, where should all bugs be registered in HP OpenView Service Desk?

- A. in the Configuration Management module
- B. in the Service Level Management module
- C. in the Help Desk module
- D. Software bugs are NOT registered in HP OpenView Service Desk

Answer: C

13. According to ITIL, an Incident should be closed when _____?

- A. related Incidents are closed
- B. the caller agrees that the call can be closed
- C. the caller's problem is solved
- D. the manager of the service desk/help desk group approves the closure of the call

Answer: B

14. Which two items can be printed as a report? Select TWO.

- A. Templates
- B. Records
- C. Views
- D. Form definitions
- E. Database views

Answer: BC

15. Microsoft Visio diagrams can be imported as a _____

- A. Chart type view
- B. Diagram type view
- C. Map type view
- D. Tree type view

Answer: B

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