



[HP HP0-753](#)

Exam Name: HP OpenView Service Desk 4.5

Q & A : 97 Q&As

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Title : HP OpenView Service Desk 4.5

1. Which of the following three supporting processes are essential for formal Service Level Management? Choose 3 that apply.

- A. Availability management
- B. Incident management
- C. Change management
- D. Cost management

Answer: ABC

2. The 'Status' of any Service Desk item depicts the different ____.

- A. ways a record can be entered in Service Desk

- B. phases in the lifecycle of the item
- C. ways of assigning the item to a group
- D. areas of management for the item

Answer: B

3. What are two purposes of the Frequently Asked Questions (FAQs) functionality in Service Desk? Choose 2 that apply.

- A. To enable organizations to reduce the number of new calls because solved calls can be published via the Self Service Pages (web interface).
- B. To enable calls to be categorized in an alternative way for reporting requirements.
- C. To provide second-line support with a quick way to find solutions to calls.
- D. To enable organizations to quickly develop a known error database.

Answer: AD

4. What kind of configuration items would you register as type CIs?

- A. Configuration items that have been registered by means of a template.
- B. Configuration items of which at least two are part of your IT infrastructure.
- C. Configuration items which share at least the same category and main category.
- D. Configuration items to be managed as a group of identical items.

Answer: D

5. Choose two TRUE statements regarding the automation of data exchange tasks. Choose 2 that apply.

- A. Data exchange tasks CANNOT be automated because they have to be created within the Administrator Console of Service Desk.
- B. A data exchange task can be automated. A batch file with the commands `sd_export.exe` and `sd_import.exe` and all necessary parameters can be created. The task can then be scheduled using the batch file with the Windows "at" command.
- C. A data exchange task can be automated. A Visual Basic Script file with the commands `sd_export.exe` and `sdimport.exe` and all necessary parameters can be created. The task can then be scheduled using the batch file with an OpenView Operations for Windows Scheduled Task Policy.
- D. Automation of data exchange tasks is NOT very meaningful because data that has been deleted from the data source is NOT deleted in the Service Desk database.

Answer: BC

6. According to ITIL/Best Practices, what always happens when the root cause of a problem has been identified?

- A. The problem will be marked as a known error.
- B. The problem will be related to a change.
- C. All related service calls will be closed.
- D. A change will be inserted to solve the problem.

Answer: A

7. For CIs, what is the difference between category structure and parent-child relations?

- A. Parent-child relations are always hierarchical as opposed to categories.
- B. Parent-child relations group similar CIs; categories describe how CIs are linked to each other in the infrastructure.
- C. Parent-child relations refer to the way CIs are linked to each other in the infrastructure; categories group similar CIs.
- D. Parent-child relations can be applied to unique configuration items only; categories can group both unique and type configuration items.

Answer: C

8. Choose two benefits of having a 'Classification' field. Choose 2 that apply.

- A. improved effectiveness of reporting
- B. improved assignment to workgroups
- C. better use of the Service Pages
- D. simplified searching

Answer: AD

9. Which statement about the service call item in Service Desk is TRUE?

- A. The deadline of a service call is determined by the priority-duration code table.
- B. Service calls can only be received through the web interface and by telephone.
- C. Service calls can be amended and closed by any named user.
- D. When a service call is closed it will be automatically added to the FAQ section on the web interface.

Answer: A

10. What is the difference between parent-child relations and other CI relations?

- A. Parent-child relations have strictly hierarchical relationships, other CI relations do NOT.

- B. Parent-child relations can be modified indirectly through work orders, other CI relations CANNOT.
- C. Unique configuration items have parent-child relations, type Configuration Items have free-form CI relations.
- D. As opposed to parent-child relations, other CI relations are used only when you use templates to generate configuration items.

Answer: A

11. What is the mission of Configuration Management?

- A. to track and register all hardware and software assets
- B. to manage and control changes to the configuration items in the IT infrastructure
- C. to apply a comprehensive labeling system for all configuration items in order to identify company assets
- D. to track and control the IT Infrastructure and provide information to other service management processes and general management.

Answer: D

12. Which events generally are NOT inserted as service calls in Service Desk?

- A. incidents in the IT infrastructure
- B. automatic events from other applications
- C. requests for change
- D. requests for information

Answer: B

13. Which of the following statements is FALSE regarding roles of project participants for a Service Desk implementation?

- A. The Process Consultant has a working knowledge of the database installation, operating systems, network protocols and the relevant web servers.
- B. The Implementation Consultant's focus is on mapping existing or new processes to Service Desk.
- C. The Project Manager is responsible for obtaining and coordinating internal and external resources to ensure project completion in time and within budget.
- D. The Process Consultant's focus is on people.

Answer: A

14. Identify three key activities in Service Level Management. Choose 3 that apply.

- A. Establish operational measures
- B. Control and report on levels of service.
- C. Identify key processes to speed up the resolution of incidents/problems.
- D. Sit on the Change Advisory Board to ensure proper change management processes are followed.
- E. Identify the major services for monitoring.

Answer: ABE

15. For the import of data, the "ID" within a *.xml file must ____ .

- A. be mapped to the ObjectID field within the relevant Service Desk item
- B. NOT be mapped because it will automatically be mapped to the ObjectID of the relevant Service Desk item
- C. be mapped to a meaningful field because otherwise the error message "No entity defined" is shown in the import task
- D. NOT be mapped because it is only used for identification of the records within the .xml file

Answer: D

16. End users should log a change request through the service pages by registering a(n) ____.

- A. change
- B. service call with category Request For Change (RFC)
- C. problem to trigger the Problem Manager to create an RFC
- D. incident

Answer: B

17. Identify the three main activities associated with Problem Management. Choose 3 that apply.

- A. identification of problems
- B. classification of problems
- C. reporting of problems
- D. closing calls with the customer that have NOT been closed by the helpdesk
- E. reconfiguration of the environment to solve problems

Answer: ABC

18. The registration of a problem _____ .

- A. can be the result of a root cause analysis.
- B. results in a known error.

- C. can be the result of several related incidents.
- D. is always followed by a change request.

Answer: C

19. According to ITIL/Best Practices, once a service call has been identified as a problem and a solution has been identified, who has the responsibility to close the service call?

- A. The helpdesk
- B. The problem manager
- C. The latest specialist to work on the problem

Answer: A

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

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

Answer: A

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