IT认证电子书

质　量　更　高　　服　务　更　好

半年免费升级服务

http://www.itrenzheng.com

Exam : **HP0-003**

Title : HP OpenView Service Desk 5.x

Version : Demo

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
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
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
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
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
6.Which two events are normally entered as Service Calls in HP OpenView Service Desk? Select TWO.
A.incidents from the IT infrastructure
B.Requests For Change (RFC)
C.automatic events from other applications
D.Requests For Information (RFI)
Answer:B D
7.Which statement about the Service Call Object in OpenView Service Desk is TRUE?
A.When a Service Call is closed it will be automatically added to the FAQ section on the web interface.
B.The deadline of a Service Call is determined by the priority-duration code table settings.
C.Service Calls can only be modified and closed by Service Desk Named Users.
D.Service Calls can only be received through the web interface and by telephone.

Answer:B

8.How do Service Call records and Work Order records differ with respect to their link to a Configuration Item?

A.A Service Call can be linked to multiple Configuration Items, while a Work Order can only be linked to one Configuration Item.

B.A Work Order can be linked to multiple Configuration Items, while a Service Call can only be linked to one Configuration Item.

C.A Work Order can only be related to Configuration Items via a Change record.

D.A Configuration Item cannot be linked to a Service Call and a Work Order simultaneously.

Answer:B

9.When implementing Incident Management with HP OpenView Service Desk, what authorizations must be defined when using Roles? Select THREE.

A.Forms & Templates

B.Objects

C.Scheduled Tasks

D.Filters

E.Workspaces

Answer:A B E

10.The Checklist Wizard _____.

A.provides a list of regularly scheduled administrative tasks necessary to maintain the health of the Service Desk application.

B.provides the Help Desk agent a list of questions to ask a customer when opening a specified type of Service Call.

C.allows for the ease of Data Exchange configuration.

D.is used as part of the Configuration Exchange function.

Answer:B