IT 认证电子书

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Exam : **HP2-N40**

Title : Implementing HP SaaS Solutions [2013]

Version : Demo

1.Who will provide training, mentoring, best practices, and technical support to the customer?

A. Technical account manager

B. Partner Success Manager

C. customer partner

D. customer

Answer: A

2.What is the purpose of the HP SaaS Partner Delivery Handbook?

A. It is part of the sales collateral to aid in selling the service.

B. It is a document to aid in planning.

C. It is a customer-facing document to aid in getting support form HP SaaS.

D. It is a service delivery guide for the Partner Customer Success Manager.

Answer: D

3.According to the ALM Partner Handbook, what is the prerequisite step for Software Packs and Patches before they are deployed to production?

A. HP RnD provides testing benchmark results before they are approved for production.

B. All HP GA service packs and unit patches undergo HP SaaS RND QA testing before they are approved for release on HP SaaS servers.

C. All Service Packs and Patches are tested by GSD before they are approved for production deployment.

D. All software updates must follow the ITIL CMS process.

Answer: B

4.What are project creation, user management, authentication policy, and role management examples of?

A. SOC responsibility

B. PSM responsibility

C. Customer partner responsibility

D. Customer responsibility

Answer: D

5.You open a severity critical issue and have been working with an SOC engineer to solve the problem. The time to resolve exceeds the SLO defined in the support datasheet, and you believe you are not making progress. You feel you need to escalate further.

According to the ALM Partner Handbook, what is the protocol?

A. Send an email to SaaS Support with the subject line: 911.

B. Call the SOC and ask to speak to the lead manager on duty.

C. Contact the sales representative to help you resolve the issue.

D. Contact your Partner Success Manager as your first management escalation point.

Answer: D