

HP0-003 braindumps

HP Certification III

HP0-003: HP Openview Service Desk5 x

Practice Exam: HP0-003 Exams

Exam Number/Code: HP0-003

Exam Name: HP Openview Service Desk5 x

Questions and Answers: 75 Q&As

([Certification III](#))



Exam : [HP0-003](#)

"HP Openview Service Desk5 x", also known as HP0-003 exam, is a HP certification. With the complete collection of exam questions, Just4Study has assembled to take you through 75 Q&As to your HP0-003 exam preparation. In the HP0-003 exam resources, you will cover every field and category in HP Certification helping to ready you for your successful HP Certification.

The exam questions cover the latest real test and with all the correct answer. we promise the Q&A for HP Certification III HP0-003 (HP Openview Service Desk5 x) examination of original title complete coverage. HP0-003 exam questions help you pass the exam.

Just4Study HP0-003 Feature:

* High quality - High quality and valued for the HP0-003 Exam: 100% Guarantee to Pass Your HP0-003 exam and get your Certification III certification.

* Authoritative - Authoritative braindumps with complete details about HP0-003 exam.

* Cheaper - Our Just4Study products are cheaper than any other website. With our completed Certification III resources, you will minimize your **HP Certification III** cost and be ready to pass your HP0-003 exam on Your First Try, 100% Money Back Guarantee included!

* Free - Try free Certification III demo before you decide to buy it in <http://www.Just4Study.com>.

Just4Study Guarantee:

Just4Study provides the most competitive quality of all exams for the customers, we guarantee your success at the first attempt with only our Certification Question&Answers, if you do not pass the HP0-003 exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

Free HP0-003 Demo Download

Just4Study offers free demo for Certification III HP0-003 exam (HP Openview Service Desk5 x). You can check out the interface, question quality and usability of our practice exams before you decide to buy it. We are the only one site can offer demo for almost all products.

The Questions & Answers cover the latest real test and with all the correct answer. we promise the Q&A for **HP Certification III HP0-003** examination of original title complete coverage. HP0-003 Questions & Answers help you pass the exam. Otherwise, we will give you a full refund.

VUE/Prometric Code: HP0-003

Exam Name: HP Openview Service Desk5 x(Certification III)

Questions and Answers: 75 Q&A

[HP HP0-003](#) Test belongs to one of the Certification III certified test, if needs to obtain the Certification III certificate,

you also need to participate in other related test, the details you may visit the [Certification III](#) certified topic, in there, you will see all related Certification III certified subject of examination.

Just4Study professional provide Certification III HP0-003 the newest Q&A, completely covers HP0-003 test original topic. With our complete Certification III resources, you will minimize your Certification III cost and be ready to pass your HP0-003 tests on Your First Try, 100% Money Back Guarantee included!

Just4Study Help You Pass Any IT Exam

Just4Study.com offers incredible career enhancing opportunities. We are a team of IT professionals that focus on providing our customers with the most up to date material for any IT certification exam. This material is so effective that we Guarantee you will pass the exam or your money back.

Exam : HP HP0-003

Title : HP Openview Service Desk5 x

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

14. 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

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

HP0-003 Braindumps

Related HP0-003 Exams

HP0-S16 *Implementing HP BladeSystem*

HP0-J26 *Designing and Implementing HP SAN Solutions*

HP0-D04 *Planning and Designing HP Enterprise Solutions*

HP0-P13 *Planning & Design of HP Integrity Server Solutions*

HP0-M23 *HP Business Availability Center Foundation*

HP0-M28 *Implementing HP Asset Manager Software*

HP0-918 *HP Storage Data Protector 6.0 Fundamentals for Windows*

HP0-239 *Supporting the Modular Array(MA) Storage Family*

HP0-080 *HP Multi-User System Product T500/T600 Certification*

HP0-205 *Supporting the Enterprise Modular Library*

HP0-286 *HP Openview Servicecenter 6.x*

HP0-265 *Servicing HP Color LaserJet MFP Printers,High-End*

HP0-263 *Servicing HP Color LaserJet Printers, High-End*

HP0-144 *ProCurve Secure WAN*

HP0-266 *Servicing HP Monochrome LaserJet MFP Printers,High-End*

HP0-S14 *Design & Implementation of HP SIM for ISS Solutions*

HP0-240 *Supporting the Virtual Array(VA) Storage Family*

HP0-084 *HP Integrity Server Multi-OS Installation&Deployment*

Other HP Exams

<u>HP0-063</u>	<u>HP0-285</u>	<u>HP2-Z02</u>	<u>HP0-803</u>	<u>HP0-X02</u>	<u>HP0-M20</u>	<u>HP0-922</u>	<u>HP0-728</u>
<u>HP0-451</u>	<u>HP0-449</u>	<u>HP0-M23</u>	<u>HP0-638</u>	<u>HP0-461</u>	<u>HP0-802</u>	<u>HP0-084</u>	<u>HP0-071</u>
<u>HP0-W02</u>	<u>HP0-761</u>	<u>HP0-P19</u>	<u>HP0-766</u>				