

HP0-753 braindumps

HP Certification I

HP0-753: HP OpenView Service Desk 4.5

Practice Exam: HP0-753 Exams

Exam Number/Code: HP0-753

Exam Name: HP OpenView Service Desk 4.5

Questions and Answers: 97 Q&As

([Certification I](#))



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Exam : HP HP0-753

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. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

14. 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

15. 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

16. 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

17. 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

18. 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

19. 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

20. 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

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