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HP OpenView Service Desk 4.5

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QUESTION: 1

The Data Exchange feature requires a configuration file. _____ is entered in the USR line of the DSN section of the configurable extractor *.INI file.

- A. The name of the ODBC connection to be used
- B. The name of the import mapping to be used in Service Desk
- C. The account name to be used to log in to the data source
- D. The name of the XML file to be created

Answer: C

QUESTION: 2

Using the Service Desk Data Exchange module, it is possible to import data from any external data source for which of the following items - _____.

- A. Configuration Item and P&O items only (organizations, persons, workgroups)
- B. Configuration Item, Service Calls, Incidents and P&O items only
- C. Configuration Items only
- D. all items

Answer: D

QUESTION: 3

The Application Server software is NOT capable of _____.

- A. load balancing with other Application Servers
- B. sending and receiving email
- C. acting as an HTTP server for the Service Pages
- D. switching from using an Oracle database to using an SQL Server database

Answer: C

QUESTION: 4

To which Service Desk menu can the system administrator add items?

- A. Tools
- B. View
- C. Actions
- D. Options

Answer: C

QUESTION: 5

Service Desk has been installed with proper authorization but one or more of the modules CANNOT be accessed. What is the reason for this?

- A. All modules were NOT installed properly.
- B. The license key for the missing modules was NOT inserted.
- C. Templates were NOT defined for the missing modules.
- D. License keys for named or concurrent users were NOT inserted.

Answer: B

QUESTION: 6

An item's record ID will always be created after the item record is saved unless _____.

- A. the "ID After Creation" box is unchecked in General Settings
- B. a Database Rule is defined to create the ID when the record is opened and status is "new"
- C. the user specifies when the record ID is to be created before opening the call
- D. it is NOT possible to modify when the item record ID is created

Answer: A

QUESTION: 7

Choose two TRUE statements about Service Level Management in Service Desk. Choose 2 that apply.

- A. One SLA can be related to multiple services.
- B. One SLA can handle multiple service levels.
- C. One service can be related to multiple SLAs.
- D. The SLAs are used to prioritize service calls from customers.

Answer: C, D

QUESTION: 8

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

QUESTION: 9

According to ITIL/Best Practices, a service call 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 Helpdesk group approves the closure of the call.

Answer: B

QUESTION: 10

Configuration Management is a key process in ITIL. Which of the following processes is essential for keeping the CMDB up-to-date?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Incident Management
- E. Contingency Management

Answer: C

QUESTION: 11

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

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