

**Exam : HP HP0-003**

**Title : HP Openview Service Desk5  
X**

**Version : Demo**

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### Explanations

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1. 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

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:** AB

3. 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

4. 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

5. 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**

6. 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**

7. 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**

8. 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**

9. 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**

10. 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**

11. 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**

12. 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**

13. 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**

14. 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**

15. 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**



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