

# PASSTCERT

QUESTION & ANSWER

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**Exam** : **HP0-753**

**Title** : HP OpenView Service Desk  
4.5

**Version** : DEMO

**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

**Correct:C**

**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

**Correct:D**

**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

**Correct:C**

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

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

**Correct:C**

**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.

**Correct:B**

**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

**Correct:A**

**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.

**Correct: C D**

**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.

**Correct: C**

**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.

**Correct: B**

**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

**Correct: C**

**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

**Correct: B**

**12. Which three types of services can be defined in Service Desk? Choose one answer.**

- A. business, operations management and underpinning services
- B. business, operations management and underlying services
- C. hardware, software and network services

**Correct: A**

**13. 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.

**Correct: D**

**14. Which two factors determine the deadline of a service call or incident in Service Desk when using SLAs? Choose 1 answer that applies.**

- A. impact and priority

- B.impact and urgency
- C.urgency and priority
- D.status and priority

**Correct:A**

**15.Which one of the following components is NOT used for outbound service events?**

- A.Service Desk Agent
- B.Database Rule Manager
- C.Application Server
- D.sd\_event

**Correct:D**

**16.Choose the TRUE statement about the relationship between incidents, problems, known errors and changes in a typical IT environment.**

- A.There are generally more incidents than problems.
- B.All problems result in known errors.
- C.All changes are results of problems.
- D.The root cause of problems can be found in the related incidents.

**Correct:A**

**17.The \_\_\_\_\_action is NOT available for UI Rules.**

- A.Command Exec
- B.Sd\_event
- C.Limit field value range
- D.Update Data

**Correct:B**

**18.IT customers often suspect changes are required to the infrastructure. These requests are initially registered with the \_\_\_\_\_.**

- A.Change Advisory Board
- B.change manager
- C.Help Desk
- D.system administrator

**Correct:C**

**19.Which statement about the Change Item in Service Desk is TRUE?**

- A.A change can only have one workorder.
- B.Changes are strongly related to the CMDB.
- C.Changes can be part of multiple projects and have multiple workorders.
- D.Changes CANNOT be related to incidents or service calls.

**Correct:B**

**20.For the import of data, the "ID" within a \*.xml file must \_\_\_\_\_.**

- A.be mapped to the Object\_ID field within the relevant Service Desk item
- B.NOT be mapped because it will automatically be mapped to the Object\_ID 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

**Correct:D**