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**Exam :** HP0-003

**Title :** HP OpenView Service Desk 5.x

**Vendors :** HP

**Version :** DEMO

NO.1 When implementing Incident Management with HP OpenView Service Desk, what authorizations must be defined when using Roles? Select THREE.

- A.Forms & Templates
- B.Objects
- C.Scheduled Tasks
- D.Filters
- E.Workspaces

Answer:A B E

NO.2 Which statement about the Service Call Object in OpenView Service Desk is TRUE?

- A.When a Service Call is closed it will be automatically added to the FAQ section on the web interface.
- B.The deadline of a Service Call is determined by the priority-duration code table settings.
- C.Service Calls can only be modified and closed by Service Desk Named Users.
- D.Service Calls can only be received through the web interface and by telephone.

Answer:B

NO.3 Which statements are TRUE regarding Workgroups? Select TWO.

- A.Workgroups are used for object records assignment.
- B.Workgroups are used to create departments in organizations.
- C.A member of a parent workgroup is also a member of the related child workgroup.
- D.A person can be a member of multiple workgroups.

Answer:A D

NO.4 The Checklist Wizard \_\_\_\_\_.

- A.provides a list of regularly scheduled administrative tasks necessary to maintain the health of the Service Desk application.
- B.provides the Help Desk agent a list of questions to ask a customer when opening a specified type of Service Call.
- C.allows for the ease of Data Exchange configuration.
- D.is used as part of the Configuration Exchange function.

Answer:B

NO.5 What types of persons can be registered in a person record?

- A.employees and callers

- B.employees and specialists
- C.external contacts and employees
- D.any type of person

Answer:D

NO.6 Which levels of organization can be stored in an organization record?

- A.external and internal companies
- B.internal companies and workgroups
- C.companies, departments and employees
- D.all organizational levels

Answer:D

NO.7 Which two events are normally entered as Service Calls in HP OpenView Service Desk? Select TWO.

- A.incidents from the IT infrastructure
- B.Requests For Change (RFC)
- C.automatic events from other applications
- D.Requests For Information (RFI)

Answer:B D

NO.8 Which capability allows for the exporting of HP OpenView Service Desk configuration information from

one HP OpenView Service Desk database and the importing into another?

- A.Archiving
- B.Data Exchange
- C.Configuration Exchange
- D.Failover

Answer:C

NO.9 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:A B

NO.10 How do Service Call records and Work Order records differ with respect to their link to a Configuration Item?

A.A Service Call can be linked to multiple Configuration Items, while a Work Order can only be linked to one Configuration Item.

B.A Work Order can be linked to multiple Configuration Items, while a Service Call can only be linked to one Configuration Item.

C.A Work Order can only be related to Configuration Items via a Change record.

D.A Configuration Item cannot be linked to a Service Call and a Work Order simultaneously.

Answer:B