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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