Exam Code: HP0-753
HP OpenView Service Desk (4.5) Datasheet

Demo Version

To Access Full Version, Please go to
www.itexamworld.com

1. 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. increase user productivity
E. obtain agreement on penalties
Answer: B

2. Choose two correct ways that workorders are used in combination with the Change Item. Choose 2 that apply.
A. The workorder is used to control the overall progress of a change.
B. The change is used to control the overall progress of the work to be done.
C. The workorders are used to manage the tasks that have to be completed for a change.
D. The workorders are used to store general information about a change.
Answer: BC

3. Which three of the following are examples of view presentation types? Choose 3 that apply.
A. Card
B. Custom
C. Chart
D. System
E. Table
F. Console
Answer: ACE

4. Choose the TRUE statement regarding when a CI should be unique.
A. Only hardware CIs must be unique.
B. Every CI with a serial number should have unique CI.
C. Every CI which needs to be identified individually should be unique.
D. Generally speaking, only CIs like mail servers, should be unique.
Answer: C

5. 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

6. What type of persons can be registered in a person record?
A. employees and callers only
B. employees and specialists only
C. external contacts and employees only
D. any type of person
Answer: D

7. Which two activities are associated with the Helpdesk Management? Choose 2 that apply.
A. incident control
B. finding root causes of incidents
C. providing management information
D. getting accurate configuration item data of the whole company
Answer: AC

8. Incident Management is comprised of several activities. Choose the three most appropriate activities that apply.
A. Communication and promotion of helpdesk activities
B. Identification and tracking of Configuration Items
C. Support for business operations
D. Providing management information
E. Implementation and monitoring of changes
Answer: ACD

9. 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
Answer: C

10. According to ITIL/Best Practices, once a service call has been identified as a problem and a solution has been identified, who has the responsibility to close the service call?
A. The helpdesk
B. The problem manager
C. The latest specialist to work on the problem
Answer: A

11. Which events generally are NOT inserted as service calls in Service Desk?
A. incidents in the IT infrastructure
B. automatic events from other applications
C. requests for change
D. requests for information
Answer: B

12. 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

13. Identify the three main activities associated with Problem Management. Choose 3 that apply.
A. identification of problems
B. classification of problems
C. reporting of problems
D. closing calls with the customer that have NOT been closed by the helpdesk
E. reconfiguration of the environment to solve problems
Answer: ABC

14. According to ITIL/Best Practices, what always happens when the root cause of a problem has been identified?
A. The problem will be marked as a known error.
B. The problem will be related to a change.
C. All related service calls will be closed.
D. A change will be inserted to solve the problem.
Answer: A

15. 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.
Answer: D

16. What is the difference between parent-child relations and other CI relations?
A. Parent-child relations have strictly hierarchical relationships, other CI relations do NOT.
B. Parent-child relations can be modified indirectly through work orders, other CI relations CANNOT.
C. Unique configuration items have parent-child relations, type Configuration Items have free-form CI relations.
D. As opposed to parent-child relations, other CI relations are used only when you use templates to generate configuration items.
Answer: A

17. What kind of configuration items would you register as type CIs?

A. Configuration items that have been registered by means of a template.
B. Configuration items of which at least two are part of your IT infrastructure.
C. Configuration items which share at least the same category and main category.
D. Configuration items to be managed as a group of identical items.
Answer: D

18. For CIs, what is the difference between category structure and parent-child relations?
A. Parent-child relations are always hierarchical as opposed to categories.
B. Parent-child relations group similar CIs; categories describe how CIs are linked to each other in the infrastructure.
C. Parent-child relations refer to the way CIs are linked to each other in the infrastructure; categories group similar CIs.
D. Parent-child relations can be applied to unique configuration items only; categories can group both unique and type configuration items.
Answer: C

19. Which of the following three supporting processes are essential for formal Service Level Management? Choose 3 that apply.
A. Availability management
B. Incident management
C. Change management
D. Cost management
Answer: ABC

20. The goal of Service Level Management is to _____.
A. achieve a common understanding between the customer and the service provider regarding managing expectations and delivering results.
B. achieve optimal performance of the IT infrastructure.
C. achieve a better relationship between IT and its customers.
D. manage individual infrastructure components to achieve high levels of throughput and availability.
Answer: A