

Exam : HP HP0-M22

**Title : Implementing HP Service
Manager Software**

Version : Demo

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1. Which application in Service Manager is associated with ITIL v2 Definitive Software Library (DSL)?

- A. Project Management
- B. Release Management
- C. Problem Management
- D. Service Lifecycle Management

Answer: B

2. Where are RDBMS permissions controlled?

- A. in LDAP
- B. in the RDBMS
- C. in the Service Manager client
- D. in the Service Manager server

Answer: B

3. For what is Service Manager considered an authoritative source?

- A. contact data
- B. location data
- C. incident data
- D. email addresses

Answer: C

4. Which application in Service Manager stores ITIL's configuration items?

- A. Incident Management
- B. Change Management
- C. Release Management
- D. Configuration Management

Answer: D

5. Where are Service Manager localized notifications set up?

- A. rules wizard
- B. macro engine
- C. message class
- D. notification engine

Answer: D

6. Which file contains information on self-service license usage?

- A. sc.log
- B. sm.log
- C. sm.alert.log
- D. system.startup

Answer: B

7. Which debugger is available from the Service Manager Windows client? (Select two.)

- A. RAD Debugger
- B. Advanced Debugger
- C. JavaScript Debugger
- D. Web Client Debugger

Answer: AB

8. Which file contains debugging information?

- A. sm.log
- B. debug.log
- C. send.log
- D. sm.alert.log

Answer: A

9. To which file are debugging parameters added?

- A. sm.ini
- B. sm.log
- C. sm.cfg
- D. System-Wide Information Record

Answer: A

10. How can new fields be added to the RDBMS when the Service Manager user does not have alter rights to the database? (Select two.)

- A. by mapping the new fields to a null table
- B. by adding the field to the dbdict and clicking on SM Alters
- C. by adding the fields to the RDBMS and having Service Manager detect them
- D. by supplying the DDL from the Alter dialog box to the Database Administrator

Answer: CD

11. Which data type typically represents the Service Manager character data type on the RDBMS?

- A. text
- B. float
- C. varchar
- D. Boolean

Answer: C

12. Which RDBMS running on UNIX is compatible with Service Manager?

- A. P4
- B. Oracle 10

- C. Sybase 12.5
- D. SQL Server 2005

Answer: B

13. How many threads does a Service Manager user establish on the RDBMS?

- A. 1
- B. 2
- C. 3
- D. 10

Answer: A

14. What determines case sensitivity in Service Manager?

- A. case setting in the sm.ini
- B. case setting of the DBDICT utility
- C. database (RDBMS) configuration settings
- D. case sensitivity settings in the System-Wide Information Record

Answer: C

15. Which access method is used to connect to the SQL Server Database from Service Manager?

- A. web services
- B. SQL Server API
- C. SQL Server client
- D. ODBC driver for SQL Server

Answer: D

16. Which startup parameter is required to connect Service Manager to its RDBMS?

- A. sqllogin
- B. sqldebug
- C. sqlconnect
- D. sqlfetchrows

Answer: A

17. What is used as a condition for a menu or a display option that makes an option only available to system administrators?

- A. `index($ucapex,"SysAdmin")=0`
- B. `index("SysAdmin",$lo.ucapex)>0`
- C. `index("SysAdmin",$lo.ucapex)=0`
- D. `index($lo.ucapex,"SysAdmin")>0`

Answer: B

18. Which statement is true about deploying the Windows client?

- A. It should never be deployed.
- B. There is no Windows client to deploy.
- C. It should be deployed to perform tailoring.
- D. It should be deployed to accomplish daily operation tasks.

Answer: C

19. What is a valid database choice for Service Manager?

- A. Service Manager proprietary database, P4
- B. any RDBMS that supplies an ODBC connection
- C. MS SQL Server that can be used with any application server
- D. MS SQL Server that can only be used with a Windows-based application server

Answer: D

20. What must all Service Manager communications to the RDBMS go through?

- A. the client
- B. the web tier
- C. the application server
- D. the web services interface

Answer: C

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