Vendor: HP

Exam Code: HP2-E57

Exam Name: IT to Business Alignment - HP Always On Support Services Exam

Version: DEMO

QUESTION 1
Which deliverables are NOT part of Proactive24? (Select two.)

A. Semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
B. Quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
C. 30 Proactive Select credits
D. Semi-annual OS patching/hot fix analysis and management
E. Semi-annual hardware firmware analysis and management
F. Access to HP's Global Mission Critical Solution Center through Priority Recovery
G. Annual System Health check

Answer: DE

QUESTION 2
Which service(s) have been designed by HP to primarily support Industry Standard Servers (ISS) environments?

A. Proactive Select
B. Proactive 24
C. Critical Advantage
D. Critical Advantage and Critical Service
E. Critical Advantage and Datacenter Care

Answer: C

QUESTION 3
What are the key elements of HP's "3 pillar approach" to meeting customer business requirements/service levels?

A. The customer should have the same maturity level of Technology and Support Partnerships.
B. The customer's service levels and technology require more investment.
C. It is an approach to defining/clarifying service level requirements after infrastructure has been purchased.
D. Demonstrate that the same level of Support Partnerships, ITSM maturity, and technology investment are required.

Answer: C

QUESTION 4
Which statements are general indicators of a good working relationship between business units and IT (i.e., good IT to Business Alignment)? (Select three.)

A. Head of IT does not have a high status within the company organization.
B. Service to end-users is a top IT priority.
C. An IT strategy exists which closely supports the business strategy.
D. IT focuses primarily on technology rather than business.
E. The business believes that IT is a key strategic asset and business resource.
F. Business users are not typically involved in IT projects.

Answer: CEF

QUESTION 5
From an HP/Partner perspective, what is NOT a main goal of the IT to Business Alignment Workshop?

A. to align and appropriately recommend HP support services to meet customer requirements
B. to provide the customer guidance on what IT infrastructure they should buy from HP
C. to understand whether a customer's IT is delivering the appropriate service levels to meet business requirements
D. to provide a quick snapshot of the customer's IT Service Management process maturity

Answer: A

QUESTION 6
What does Critical Advantage include?

A. Proactive Services. Reactive Support, and Flexible Proactive Services as well as access to the Solution Center
B. credits to purchase third-party services
C. static services only for Datacenters
D. access to third-party service providers to answer all services questions during normal business hours

Answer: A

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