

**Exam Code:** HP0-753

**Exam Name:** HP OpenView Service Desk 4.5

**Vendor:** HP

**Version:** DEMO

## Part: A

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 Answers: 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 Answers: 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 Answers: C**

4: To which Service Desk menu can the system administrator add items?

- A.Tools
- B.View
- C.Actions
- D.Options

**Correct Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: C**