



## **HP0-753**

**(HP Open View Service Desk (4.5))**

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## Question: 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

Answer: C

## Question: 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

Answer: D

## Question: 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

Answer: C

## Question: 4

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

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

Answer: C

Question: 5

Service Desk has been installed but some of the modules **CANNOT** be accessed.

...ore of the modules

- A. All modules were installed
- B. The license key is not valid
- C. Templates were not installed
- D. License keys for all modules are not valid

# HP0-753 Demo Exam

Answer: B

Question: 6

An item's record ID is determined by \_\_\_\_\_.

... unless

- A. the "ID After Creation" rule
- B. a Database Rule
- C. the user specified in the record
- D. it is NOT possible to determine

...d status is "new"  
... call

Answer: A

Question: 7

Choose two TRUE statements that apply.

...ce Desk. Choose 2

- A. One SLA can be assigned to multiple categories
- B. One SLA can have multiple categories
- C. One service can have multiple SLAs
- D. One category can have multiple SLAs

Answer: C, D