



## **HP2-K03**

**(Selling HP Enterprise Storage Solutions)**

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## Question: 1

**Which question should be included as a starting point for discussing customer's IT challenges and assessing storage opportunities?**

- A. What are your business and IT objectives for this project
- B. How many resources will you have at the implementation stage
- C. What type of storage would you like to purchase
- D. When would you like to place the order

Answer: A

## Question: 2

**What are the basic categories of the HP Storage Services Portfolio? (Select three.)**

- A. Consumer
- B. Implementation and Sustaining Support
- C. Deskjet, Officejet and Deskwriter printers
- D. Photosmart inkjet printer E. Managed Services F. Consulting G. Home Office

Answer: B,E,F

## Question: 3

**The TS portfolio aligns to the key business technology initiatives of always on, converged and virtualized, unified and connected, and which other initiatives?**

- A. ecological and affordable
- B. relocation resourceful
- C. energy and resource efficient
- D. economical and green

Answer: C

## Question: 4

**Which offering provides 24x7 simple, reliable, around-the-clock server and storage monitoring, along with problem resolution?**

- A. Citrix services
- B. Microsoft services
- C. HP Insight Remote Support
- D. Installation and Implementation

Answer: C

Question: 5

**Which service proactively manages changes across your customer's total environment, with complete support for enhanced service levels and proactive risk avoidance?**

- A. Support Plus 24 Service and Hardware 6-hour Call to Repair
- B. Support Plus Service
- C. Critical Service
- D. HP Instant Support Professional Edition

Answer: C

Question: 6

**With regard to Storage Services, it is important for customers to know what they are receiving with their product warranty. Which statement is not true?**

- A. Services can help your customer meet availability, performance, installation or support management needs.
- B. Relying on product warranties alone is no guarantee that faulty equipment will be back in production within a specified time or at a predictable cost.
- C. A standard warranty uplift ensures customers of consistency of operations for missioncritical or standard business computing.
- D. Support Plus 24 Services is available at no additional cost as part of your warranty.

Answer: D

Question: 7

**What does HP CI-MM Express achieve for customers?**

- A. It enables customers to evaluate capacity across the server and storage environment.

- B. It offers a service to help customers implement cloud computing in a reliable and accurate way.
- C. It enables customers to predict future server capacity requirements by using a converged infrastructure measurement methodology.
- D. It provides an assessment of the customer's current "as is" IT environment before proposing a converged infrastructure evolution path.

Answer: D

Question: 8

**HP Financial Services can help to address the “lack of budget” objection. Which statement best describes these services?**

- A. They are available in 60 countries and offer the best option for acquiring new IT solutions
- B. They offer leasing solutions that can shorten the implementation and total project timelines
- C. They provide a complete range of services designed to reduce the cost of buying new IT solutions
- D. They make it economical for customers to deploy world-class technology on terms tailored to their needs.

Answer: C

Question: 9

**When you are starting a meeting with a customer, which three key components should you include in your opening statements?**

- A. the customer’s project budget, timelines, and decision-making processes
- B. the customer’s project timelines, decision-making processes, and business needs
- C. the meeting purpose, background, and action-item deadlines
- D. the meeting objectives, duration, and agenda

Answer: D

Question: 10

**When a customer is considering an entry-level array, which HP StorageWorks offering is ideal for small mid-sized companies?**

- A. HP StorageWorks X9000

- B. HP StrageWorks P2000 Modular Smart Array
- C. HP StrageWorks DAT Tape Autoloader

Answer: B

Question: 11

**Which HP StorageWorks SAN offering is considered ideal for small and medium-sized businesses that existing virtual server environments?**

- B. 6400 Enterprise Virtual Array
- C. P4000 SAN solution
- D. 8400 Enterprise Virtual Array

Answer: C

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