



HP2-N61

Selling HP IT Service Management (ITSM) Solutions

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QUESTION NO: 1

Which benefits does the Portfolio management module in HP Asset Manager provide? (Select two.)

- A. streamlined procurement process
- B. vendor performance measurement
- C. reduction of lost and unused assets
- D. optimized IT spending by asset utilization tracking
- E. cost recovery of IT resources based on usage

Answer: A,D

Explanation:

HP Asset Manager Portfolio Management simplifies asset tracking by consolidating assets and each configuration item into a central repository. This repository allows users of all HP Asset Manager applications to view and utilize the information and see relationships to other assets. As servers and applications are consolidated, your business units can share utilization and allocate costs correctly by using the powerful HP Asset Manager Portfolio Management configuration options. HP Asset Manager Portfolio Management is at the heart of every HP Asset Manager implementation. It defines and manages the complex relationships among assets, contracts and costs, providing consistent and accurate inventory information.

Reference:

http://www.hp.com/hpinfo/newsroom/press_kits/2009/lasvegasevents2009/HPAssetManagerOverview.pdf

QUESTION NO: 2

Which issue does discovery and dependency mapping resolve for the customer?

- A. inability to monitor infrastructure components

- B. lack of a single interface to display data
- C. lack of IT standards for server configuration
- D. inability to view end-to-end business services or applications

Answer: D

QUESTION NO: 3

When selling HP UD and HP UCMDB, what are key discovery questions for the HP installed base? (Select two.)

- A. Do you currently integrate discovered data with your BTM/ITSM solution?
- B. What is the maturity of your problem management process?
- C. Do you have plans to consolidate, migrate, or move your data center?
- D. Do you need to discover virtual machines?
- E. How do you map relationships between IT components and business services?

Answer: B, C

QUESTION NO: 4

What are important things to remember when selling HP Service Anywhere? (Select two.)

- A. It provides web services similar to Amazon.
- B. It provides an aggregated catalog.
- C. It uses social collaboration to promote end user self-sufficiency.
- D. It provides business service monitoring.
- E. It is the only SaaS ITSM solution with embedded big data

Answer: B, C

Reference:

<http://developer.hpanywhere.com/quickstart/use/overview/>

QUESTION NO: 5

What are examples of HP UD and HP UCMDB key performance indicators? (Select two.)

- A. percent of incidents resolved by first level support
- B. reduced reconfigurations due to CM policies
- C. avoidance of 100 unplanned outages annually
- D. number of approvals by the Change Advisory Board
- E. reduced change management staff efficiency

Answer: A, B

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