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## **Q&A**

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**Exam : HP0-M22**

**Title : Implementing HP Service  
Manager Software**

**Version : Demo**

1. Which application in Service Manager is associated with ITIL v2 Definitive Software Library (DSL)?

- A. Project Management
- B. Release Management
- C. Problem Management
- D. Service Lifecycle Management

Answer: B

2. Where are RDBMS permissions controlled?

- A. in LDAP
- B. in the RDBMS
- C. in the Service Manager client
- D. in the Service Manager server

Answer: B

3. For what is Service Manager considered an authoritative source?

- A. contact data
- B. location data
- C. incident data
- D. email addresses

Answer: C

4. Which application in Service Manager stores ITIL's configuration items?

- A. Incident Management
- B. Change Management
- C. Release Management
- D. Configuration Management

Answer: D

5. Where are Service Manager localized notifications set up?

- A. rules wizard

B. macro engine

C. message class D. notification engine

Answer: D

6. Which file contains information on self-service license usage?

A. sc.log

B. sm.log

C. sm.alert.log

D. system.startup

Answer: B

7. Which debugger is available from the Service Manager Windows client? (Select two.)

A. RAD Debugger

B. Advanced Debugger

C. JavaScript Debugger

D. Web Client Debugger

Answer: AB

8. Which file contains debugging information?

A. sm.log

B. debug.log

C. send.log

D. sm.alert.log

Answer: A

9. To which file are debugging parameters added?

A. sm.ini

B. sm.log

C. sm.cfg

D. System-Wide Information Record

Answer: A

10. How can new fields be added to the RDBMS when the Service Manager user does not have alter rights to the database? (Select two.)

A. by mapping the new fields to a null table

B. by adding the field to the dbdict and clicking on SM Alters

C. by adding the fields to the RDBMS and having Service Manager detect them

D. by supplying the DDL from the Alter dialog box to the Database Administrator

Answer: CD

11. Which data type typically represents the Service Manager character data type on the RDBMS?

A. text

B. float

C. varchar

D. Boolean

Answer: C

12. Which RDBMS running on UNIX is compatible with Service Manager?

A. P4

B. Oracle 10

C. Sybase 12.5

D. SQL Server 2005

Answer: B

13. How many threads does a Service Manager user establish on the RDBMS?

A. 1

B. 2

C. 3

D. 10

Answer: A

14. What determines case sensitivity in Service Manager?

A. case setting in the sm.ini

B. case setting of the DBDICT utility

C. database (RDBMS) configuration settings D. case sensitivity settings in the System-Wide Information Record

Answer: C

15. Which access method is used to connect to the SQL Server Database from Service Manager?

A. web services

B. SQL Server API

C. SQL Server client

D. ODBC driver for SQL Server

Answer: D

16. Which startup parameter is required to connect Service Manager to its RDBMS?

A. sqllogin

B. sqldebug

C. sqlconnect

D. sqlfetchrows

Answer: A

17. What is used as a condition for a menu or a display option that makes an option only available to system administrators?

A. `index($ucapex,"SysAdmin")=0`

B. `index("SysAdmin",$lo.ucapex)>0`

C. `index("SysAdmin",$lo.ucapex)=0`

D. `index($lo.ucapex,"SysAdmin")>0`

Answer: B

18. Which statement is true about deploying the Windows client?

- A. It should never be deployed.
- B. There is no Windows client to deploy.
- C. It should be deployed to perform tailoring.
- D. It should be deployed to accomplish daily operation tasks.

Answer: C

19. What is a valid database choice for Service Manager?

- A. Service Manager proprietary database, P4
- B. any RDBMS that supplies an ODBC connection
- C. MS SQL Server that can be used with any application server
- D. MS SQL Server that can only be used with a Windows-based application server

Answer: D

20. What must all Service Manager communications to the RDBMS go through?

- A. the client
- B. the web tier
- C. the application server
- D. the web services interface

Answer: C