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## **Q&A**

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**Exam : HP2-N35**

**Title : Selling HP IT Service  
Management Solutions**

**Version : Demo**

1.What percentage of asset cost is procurement, and what percentage is operational?

- A. 4% is procurement, and 96% is operational.
- B. 60% is procurement, and 40% is operational.
- C. 96% is procurement, and 4% is operational.
- D. 40% is procurement, and 60% is operational.

**Answer: B**

2.The “number and percentage of emergency changes” and “number and percentage of unplanned changes detected” are examples of which metric?

- A. Metrics are collected by the BSM suite and federated into the CCRM solution database(s)
- B. KPIs that are collected by the CCRM solution
- C. Capabilities of the BSA suite of products
- D. Capabilities of storage automation solutions

**Answer: D**

3.Which capabilities does the HP Service Manager offering provide to optimized the high cost of service desk support? (Select two.)

- A. Reduce the high volume of service desk interactions
- B. Allows for the automation of manual help desk processes
- C. Allows storage provisioning
- D. Client OS migrations in both physical and virtual environments
- E. Server installation for bath physical and virtual environments

**Answer: C,E**

4.According to HP, which market challenges are faced by businesses as far as ITSM is concerned? (Select two.)

- A. Desktop installations
- B. Server automation visibility
- C. Cost-effective service delivery
- D. Application performance maintenance
- E. Getting the most from assets

**Answer: A,C**

5.According to HP, what is a market challenge faced by ITSM businesses?

- A. Better aligning IT with business goals
- B. Application quality
- C. The automated discovery of desktops
- D. Automation of server (Server Automation)

**Answer: D**