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## Q&A

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**Exam** : **HP0-286**

**Title** : **HP Openview Servicecenter  
6.x**

**Version** : **Demo**

1. Which process would most likely help a company prevent unplanned IT service disruptions?

- A. Incident Management
- B. Problem Management
- C. Service Level Management
- D. Change Management

Answer: D

2. What processes does ServiceCenter provide out-of-the-box?

- A. Discovery
- B. ITIL aligned
- C. Asset Lifecycle Management
- D. Framework

Answer: B

3. Where would you find information on how to scale an environment for 450 concurrent users on Oracle using HP-UX?

- A. On the Web Site in the compatibility matrix
- B. In the Knowledge Base in the Basic Server Sizing Worksheet
- C. In the document installation Guide for HP-UX"
- D. In the document database Conversion and RDBMS Support"

Answer: B

4. Which two steps are required to install the server on HP-UX? Select TWO.

- A. set kernel parameters

- B. log in as the 'root' user
- C. include the server RUN directory in the system library paths
- D. run setup.exe
- E. convert P4 data to a relational database

Answer:AC

5. How are ServiceCenter server port allocations made?

- A. one port is used for the initial client request and then a new port is required for each client request
- B. the same port number is used for each client session C. a separate port number is used for each client session
- D. one port is used for the initial client request and then a new port for each client session is required

Answer: D

6. What action should be performed at least once a month?

- A. On a P4 system, run LFSCAN (scenter -util, option 6) against the system or a backup copy
- B. On a P4 system, run LFMAP (scenter -util, option 4) against the system or a backup copy
- C. Run a hot backup on the relational database
- D. Reset the operator table to force password changes

Answer:A

7. What are three valid server commands on HP-UX? Select THREE.

- A. scenter -shutdown
- B. scstatus
- C. scenter -express
- D. scdbutil

E. scenter -limited

F. scstart

Answer:ABF

8. Which backup option should be used on a 24x7 system converted to a relational database?

A. ServiceCenter cold backup

B. ServiceCenter hot backup

C. Relational databases do not need to be backed up

D. the backup procedures of the target relational database

Answer: D

9. Which command issued in the RAD debugger window starts RAD tracing?

A. tracing

B. t on

C. trace

D. radtrace

Answer: B

10. Which log automatically tracks information about inefficient queries (by default)?

A. sc.log

B. sc.alert.log

C. perf.log

D. queryeval.log

Answer: B

11. Which utility allows you to check the scdb.\* files for problems?

- A. SCCHECKER
- B. LFSCAN
- C. SCANP4
- D. SCDIAG

Answer: B

12. What are two valid debug parameters? Select TWO.

- A. SCDebug:P4:3
- B. tracing:1
- C. debugdbquery:999
- D. perf\_debug:1
- E. RTM:3

Answer: CE

13. Which reports should be run if the system stops responding? Select THREE.

- A. scenter -capturestats
- B. scenter -reportlocks
- C. scenter -reportshm
- D. scenter -reportdiagnostics
- E. scenter -systemstatus
- F. scenter -reportsem

Answer: BCF

14. What two factors can affect query performance? Select TWO.

- A. total number of records
- B. sc.log size
- C. the fields used in the query being keyed
- D. named user versus floating user
- E. authorization code

Answer:AC

15. How efficient is the following query if the dbdict contains a key in the order of last.name and first.name?  
first.name="BOB" and last.name="JONES"

- A. fully keyed
- B. partially keyed
- C. not keyed
- D. double keyed

Answer: B

16. Which debugging parameter should be used to determine the source of poor query performance within a ServiceCenter system that is not pushed out to a relational database?

- A. dbcachequery
- B. debugp4:1000
- C. debugdbquery:999
- D. sqldebug:1

Answer: C

17. What optional performance-tuning tool is available with ServiceCenter that allows for distribution of client database requests to multiple servers?

- A. Load Distributor

- B. Load Manager
- C. Distribution Manager
- D. Capacity Manager

Answer: B

18. What are two reasons why displaying a record in a particular form can take a long time? Select TWO.

- A. Excessive or inefficient dynamic view dependencies (DVD)
- B. The font used on the form is not one on the local machine
- C. An inefficient query in format control that occurs on display
- D. Outdated display drivers
- E. The record is too large for the recordsizelimit
- F. An outdated version of the JRE is on the client machine

Answer:AC

19. What is a common cause of poor response times?

- A. Inefficient queries
- B. Incorrect JRE version on the client
- C. Lack of client hard drive space
- D. Additional client perspectives

Answer:A

20. What are three ways that you can optimize overall performance? Select THREE.

- A. Remove unnecessary statements from format control
- B. Minimize duplication on forms, especially fields and tabs with dynamic view dependencies (DVD)
- C. Convert the schedule table to a relational database



D. Keep global lists small and all queries well-keyed

E. Decrease the `ir_max_shared` parameter value

Answer: ABD