IT-DUMPS Q&A

Accurate study guides, High passing rate!
IT-dumps provides update free of charge in one year!

http://www.it-dumps.com

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