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QUESTION NO: 1

Which BSM capability acts as the integration hub and metrics warehouse between the infrastructure and application teams?

- A. Application Performance Model (APM)
- B. Heads-up Display Monitoring (HUDM)
- C. Run-time Service Model (RTSM)
- D. Business Process Monitoring (BPM)

Answer: D

Explanation:

QUESTION NO: 2

Which key customer persona is most likely associated with and involved in Application Performance management?

- A. Chief Marketing Officer
- B. Senior Project Manager
- C. Quality Assurance Director
- D. Director of Operations

Answer: B

Explanation:

QUESTION NO: 3

Which key value statements are used in support of the CIO persona discussions that promote the value of employing the BSM solution in their IT environment? (Select two)

- A. HP BSM does not integrate with third-party monitoring products; however, it does provide alternative monitoring solutions to replace those applications and create new event-based monitoring scripts.
- B. HP BSM includes tools to prevent, manage, optimize, integrate, and automate the IT environment to reduce operating costs, improve service levels, and innovate with less risk.
- C. HP BSM combines application, system, and network solutions to deliver a comprehensive view of IT business services.
- D. HP BSM uses the SiteScope product to monitor internal and remote network devices while providing agentless monitoring support.
- E. HP BSM maintains an industry proven practice to create a semi-automated process supporting

its limited cross-domain functionality and predictive analytics reporting.

Answer: A

Explanation:

QUESTION NO: 4

Which System Management business challenges are solved by implementing HP's BSM solution?
(Select two.)

- A. saving time and money via an automated time tracking application
- B. improving operations through greater system visibility
- C. lowering costs around improved team efficiency
- D. reducing data center power consumption
- E. tracking quality errors in application testing

Answer: B,C

Explanation:

QUESTION NO: 5

Which Network Management business challenges do IT executives face that are solved through BSM? (Select two.)

- A. reducing costs through tool consolidation
- B. reducing data center power consumption
- C. monitoring security breaches more effectively
- D. meeting and reporting on compliance and regulatory requirements
- E. providing better asset management tracking

Answer: C,D

Explanation:

QUESTION NO: 6

Which IT activities are supported by the BSM Systems Management Solution? (Select two.)

- A. providing cross-domain visibility of IT infrastructure events to remove duplication

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- B. proactively enforcing policy and compliance reporting
 - C. end user monitoring to track business service levels
 - D. providing faster mean time to resolution (MTTR)
 - E. improving consistency in application testing

Answer: C,D

Explanation:

QUESTION NO: 7

Which key customer persona is most likely associated with and involved in Systems Management?

- A. Senior Project Manager
- B. Director of Human Resources
- C. Quality Assurance Director
- D. Operations Manager

Answer: A

Explanation:

QUESTION NO: 8

What is a CIO's primary responsibility?

- A. aligning IT Services with the business needs and goals of the company
- B. providing in-depth Service Desk analytics
- C. amortizing hardware expense costs
- D. providing performance test metrics that add value to the business

Answer: A

Explanation:

QUESTION NO: 9

Which key customer persona is most likely involved in Network Management?

- A. Line of Business Director