HP2-N40

Implementing HP SaaS Solutions (2013)

DEMO

QUESTION NO: 1

Who will provide training, mentoring, best practices, and technical support to the customer?

A. Technical account manager
B. Partner Success Manager
C. customer partner
D. customer

Answer: A
Reference:http://www.ts.avnet.com/uk/vendors/hp/assets/hp_saas_quality_centre_services_data_
sheet.pdf(page 1, training and mentoring)

QUESTION NO: 2

What is the purpose of the HP SaaS Partner Delivery Handbook?

A. It is part of the sales collateral to aid in selling the service.
B. It is a document to aid in planning.
C. It is a customer-facing document to aid in getting support form HP SaaS.
D. It is a service delivery guide for the Partner Customer Success Manager.

Answer: D
Explanation:

QUESTION NO: 3

According to the ALM Partner Handbook, what is the prerequisite step for Software Packs and
Patches before they are deployed to production?

A. HP RnD provides testing benchmark results before they are approved for production.
B. All HP GA service packs and unit patches undergo HP SaaS RND QA testing before they are
approved for release on HP SaaS servers.
C. All Service Packs and Patches are tested by GSD before they are approved for production

deployment.
D. All software updates must follow the ITIL CMS process.

Answer: B
Explanation:

QUESTION NO: 4

What are project creation, user management, authentication policy, and role management examples of?

A. SOC responsibility
B. PSM responsibility
C. Customer partner responsibility
D. Customer responsibility

Answer: D
Explanation:

QUESTION NO: 5

You open a severity critical issue and have been working with an SOC engineer to solve the problem. The time to resolve exceeds the SLO defined in the support datasheet, and you believe you are not making progress. You feel you need to escalate further. According to the ALM Partner Handbook, what is the protocol?

A. Send an email to SaaS Support with the subject line: 911.
B. Call the SOC and ask to speak to the lead manager on duty.
C. Contact the sales representative to help you resolve the issue.
D. Contact your Partner Success Manager as your first management escalation point.

Answer: D
Explanation:

QUESTION NO: 6

According to the ALM Partner Handbook, the QC RACI chart lists the task acquiring UFT licenses and software, who is responsible for acquiring UFT licenses and software?

A. the Partner Customer Success Manager
B. HP Sales Representative
C. SaaS SOC
D. Saas Partner Success Manager

Answer: D
Explanation:

QUESTION NO: 7

According to the shared and dedicated HP QC datasheet, what is the service support model for each offering?

A. All services are delivered by SaaS consultants.
B. All services are delivered by the SaaS Service Operation Center.
C. All services are delivered through self-service.
D. All services are delivered by the Partner Customer Success Manager, with no SaaS involvement.

Answer: B
Reference:http://h30458.www3.hp.com/media2.php/EZINE/September%20Infographics/DE%20loc al%20content/4AA3-9022ENW.pdf(page 3, service request submission)

QUESTION NO: 8

What is the minimum service term for migrating customer in-house QC data and artifacts to SaaS ALM QC?

A. 1 month
B. 3 months
C. 12 months
D. 18 months

Answer: B
Explanation: