Purpose of the exam prep guide

The intent of this guide is to set expectations about the content and the context of the exam and to help candidates prepare for the exam. In this guide, you will find recommended HP training courses, reference and study material to help you achieve a successful passing score.

Studies conducted by HP and Prometric show that a combination of course attendance and self-study maximizes the likelihood of passing the exam on the first attempt.

Certification requirements

This HP OpenView Service Desk (4.5) (HP0-753) is one of the core requirements to be certified as one of the following certifications:

- AIS – OpenView Network Services
- ASE – OpenView Network Services
- ASE – OpenView Systems and Servers – Windows NT Emphasis
- ASE – OpenView Systems and Servers – UNIX Emphasis

Exam Registration

- This exam is available at Prometric.

Exam details

- **Number of items:** 75
- **Time commitment:** 120 minutes
- **Passing Criteria:** 60%
- **Reference Material:** No on-line or hardcopy reference material will be allowed at the testing site.
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Comments on the exam

During the exam, participants can make specific comments about the items (i.e., accuracy, appropriateness to audience, etc). HP welcomes these comments as part of our continuous improvement process.

Exam content

The following testing objectives represent the specific areas of content covered in the exam. Use this outline to guide your study and to check your readiness for the exam. The exam measures your understanding of these areas.

- User interface
- Application administration
- Technical implementation
- Data exchange
- Integration with other OpenView products
- IT Service Management aspects (Service Support mainly)
- Functional implementation
- Re-usable Engagement Packages
- Process design

Recommended Training and Study References

This section lists training courses and documents that can help you acquire a majority of the knowledge and skills needed to pass the exam. You must also gain the practical experience outlined in this guide.

You are not required to take the courses listed in this section. However, HP strongly recommends that you attend the classes, participate in class labs, and thoroughly review all course material and documents before taking the exam, even if you believe you have sufficient on-the-job experience.

Training

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

» hp education

From the link above, select the appropriate specialization (for example, network management) to see course information. Courses indicated by the "exam" icon are preparatory courses for certification exams. Please contact HP Education for more information.
Software Solutions University (SSU) courses are for HP employees and authorized channel partners only. Login is required. Courses indicated by orange bullets in the SSU listings are preparatory courses for certification exams.

Other Reference Material

User Manuals Latest version can be downloaded from [http://support.openview.hp.com/support.jsp](http://support.openview.hp.com/support.jsp) and are included on Service Desk software CD. Search for “Service Desk” to find the latest user manuals. Some documents are internationalized.

- “Supported Platforms List”: This list specifies the software versions for Service Desk.
- “Installation Guide”: This guide describes the installation of HP OpenView Service Desk.
- “Data Exchange Administrator’s Guide”: This guide provides you with the ability to better understand the capabilities that exist for exporting data from external sources and importing data into Service Desk.
- “Administrator’s Guide”: This document describes procedures for configuration and maintenance of HP OpenView Service Desk.
- “User’s Guide”: This guide introduces Service Desk’s key concepts and illustrates these with scenarios and examples.

Sample Exam Item Types

The items in this section are intended to help you understand the various types of items you will see during the exams. These items are not intended to be used as a measurement of your ability to pass the exam.

(Correct answers at bottom of test)
1. The installation of Service Desk is broken down into several steps. Each step is responsible for installing different components of the solution. One of those components is the Service Desk agent software. Which systems require a separate installation of the agent? Choose 2 correct statements.
   A. All systems that will receive events from other applications.
   B. All systems from which data is exchanged with the Service Desk application server.
   C. All systems that will need to execute command line action Database rules.
   D. All systems that will need to execute command line action UI rules.
   E. All boxes that integrate with Service Desk.

2. When Service Desk users are spread over multiple locations, where should the
application server(s) be located in order to get the best performance?
A. At least one application server should be installed in each location with a LAN connection established between the client and application server.
B. All application servers should be in the same location as the database server with a LAN connection between application servers and the database server.
C. The application server locations should be determined dependent on the number of client users.
D. The current version of Service Desk is NOT recommended for WAN connection.

Multiple Service Desk systems should be installed in each location item

3. Choose the three TRUE statements regarding email and Service Desk from the list of statements below. Choose 3 that apply.
A. Inbound e-mail can update the assignment of a service call.
B. Inbound e-mail can add a history line to a service call.
C. Inbound e-mail can update the status of a service call.
D. Inbound e-mail can create service calls.

4. Which four operating systems are supported for the presentation layer of Service Desk?
Choose 4 that apply.
A. Windows 95
B. Windows 98
C. Sun Solaris 8
D. Windows NT 4
E. HP-UX 11.0
F. Windows 2000
G. Windows XP

5. Multiple application servers are ___________.
A. enabled in the database
B. enabled in the server settings editor
C. detected automatically
D. enabled in the System Panel server settings

10. Which two of the statements below are TRUE about Views? Choose 2 that apply.
A. Service Today Views can show data for multiple items.
B. There are System Views and Special Views.
C. Views can be the basis for a report.
D. Chart Views are the basis for Explorer Views.

11. Which three functions are available to a user to define a view? Choose 3 that apply.
A. group by field
B. filter on field values
C. restriction on number of retrieved results
D. formatting based on field values

12. Which of the following five types of data views exist within Service Desk? Choose one correct answer.
A. Explorer, tree, pie, table, card, chart
B. Table, card, explorer, group, chart, tree
C. Table, card, explorer, tree, column, project
D. Explorer, tree, project, table, card, chart

13. Templates are used to _______, _______, and ____. Choose 3 that apply.
A. copy data
B. create a new item record
C. create import mappings
D. export data
E. generate CIs

14. The main reason for using folders is to _________.
A. distinguish items from each other. For example, a separate folder for incidents, one for CIs, etc.
B. enable folder entitlement
C. distinguish between calls from different customers
D. create a hierarchical data structure

15. In Service Desk, it is possible to structure most items using categories. It is NOT possible for _________.
A. Database Rules
B. UI Rules
C. Templates
D. Smart Actions

16. Which three elements below CANNOT be hidden on the Service Desk main console?
Choose 1 answer.
A. menu bar, toolbar and data view region
B. shortcut bar, data view region and title bar
C. title bar, menu bar and data view region
D. title bar, status bar and data view region

17. What are the two minimum role access rights you need to be able to view a service call record? Choose 2 that apply.
A. access to a service call form
B. view rights to service calls
C. modify rights to service calls
D. helpdesk role
E. access to service call templates

18. Access to the Service Pages is restricted to users that have _____________.
A. been registered in the Service Desk application as persons
B. SP accounts or Application accounts
C. an SP account in Service Desk
D. been assigned the Service Pages role in the Service Desk application

19. Within Service Desk, accounts can be created that do NOT give access to the Service Desk GUI. For which purpose can these accounts be used?
A. To give temporary access to Service Desk to employees WITHOUT the need to extend the number of named users
B. To give people access to the Service Pages WITHOUT the need to extend the number of named or concurrent users
C. To give employees access to the Service Desk application for viewing purposes only
D. To give employees access to the Service Desk commandline interface

20. Which of the following steps are absolutely necessary to authorize a new employee to work with the Service Desk GUI? Choose 2 that apply.
A. create an account for the new employee
B. assign a role to the employee’s Person record
C. relate the Person’s record of the new employee to an account
D. assign a role to the new employee’s account
E. create a new role and account for the new employee
21. The Time Dependencies feature that takes care of sequentiality in work orders can be switched on in the _______________ section of the Administrator Console.
   A. system panel
   B. actions
   C. security
   D. business logic
   E. prevention
   F. presentation
22. Which three of the following statements are TRUE? Choose 3 that apply.
   A. Both UI Rules and Database Rules need a Service Desk Agent to trigger actions on a remote machine.
   B. UI Rules can only update data in an open record.
   C. Database Rules allow a 'limit field value range' action.
   D. UI Rules are stored in the database.
   E. Database Rules and UI Rules are triggered by saving a record
23. When a code in a code table is 'blocked', the code ______________.
   A. will be removed from the code table
   B. can NO longer be selected by a user
   C. will be 'grayed out' when selected in a field
   D. will NO longer be visible to users
24. What distinguishes impact from priority in a service call?
   A. Impact shows the effect on the customer. Priority shows the importance given by an organization to that customer.
   B. Either can be used depending on need.
   C. Impact indicates how much of a service is affected. Priority is an indication of when it will be dealt with.
   D. Impact shows the importance of the problem. Priority shows how much of a service is affected.
25. In Service Desk, the purpose of incidents (as opposed to service calls) is to record events ______________.
   A. from other applications such as OpenView Operations and Network Node Manager
   B. that bring about service calls from users
   C. that disrupt the operation of the IT infrastructure
   D. related to configuration items in the IT topology
26. History lines for service calls are used to ______________________.
   A. trigger the escalation rules
   B. record the service call progress
   C. monitor the status of the service call
   D. escalate the service call based on history
27. Which three relations can be achieved when registering a problem? Choose 3 that apply.
   A. a relation with multiple incidents
   B. a relation with multiple service calls
   C. a relation with multiple changes
   D. a relation with multiple configuration items
   E. a relation with multiple service level agreements
28. Which code table in Service Desk shows which phase of the lifecycle a problem is in?
A. Problem Historyline
B. Problem Priority
C. Problem Closure code
D. Problem status

29. You might implement a change ________________ or _________________.
Choose 2
that apply.
A. when the root cause of a problem has been identified
B. as a consequence of an RFC
C. when a service call or incident has been raised
D. when new CIs are added to the CMDB

30. When filling out a service call form in Service Desk, how is the SLA chosen?
A. The SLA is selected manually.
B. The relevant SLA is automatically retrieved after the Service is filled in or
selected.
C. The SLA can be chosen from a drop-down list after the service is filled in.
D. The SLA is selected automatically on the basis of the caller or organization.

31. Operations Management Services, a type of Service Desk services, ____________.
A. are out-sourced services, such as for the repair and replacement of particular
hardware components
B. provide an integration into OpenView Operations
C. provide general management responsibilities for the administration and fault
handling of the hardware and software resources used by business services

32. Identify two major benefits of a well-managed Service Level Agreement. Choose 2
that apply.
A. Management of expectations.
B. Minimal service disruption.
C. Close relationships between the customer and the IT Service Provider.
D. Balanced IT budget.

33. Which of the following statements about Service Levels in Service Desk is TRUE?
A. Service Levels help to define deadlines for service calls.
B. Service Levels can be compared to maintenance contracts.
C. Service Levels define the priority duration setting.
D. Service Levels CANNOT be changed.

34. The Data Exchange XML files contain _________ and ___________. Choose 2 that
apply.
A. tables, columns, values
B. classes, attributes, values
C. lists of records of the exported customer data
D. lists of records of all customer data - part of which will be imported

35. The OpenView Operations for Unix integration with Service Desk uses
______________.
A. Data Exchange batch import to import Service Desk services into the Service
Desk database
B. sd_event to register an OpenView Operations event into the Service Desk
database
C. sd_event to insert service calls into the Service Desk database
D. Data Exchange to export Service Desk acknowledgements to OpenView
Operations

36. The responsibility of the process owner is to _________________.

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A. control and execute the steps of the process
B. define start and end time
C. create and approve RFCs (Request For Changes) for the process
D. optimize the process

37. The implementation methodology has the following phases - initiate, define, build, implement, transition and support. Which of the following is NOT part of the implementation phase? Choose 2 that apply.
A. user training
B. generate proposal
C. data migration
D. functional testing

**ANSWERS**

1. C D
2. B
3. B C D
4. B D F G
5. B
6. D
7. C
8. A E
9. B
10. A C
11. A B D
12. D
13. B C E
14. B
15. D
16. C
17. A B
18. B
19. B
20. A D
21. A
22. A B D
23. B
24. C
25. A
26. B
27. A B C
28. D
29. A B
30. B
31. C
32. A C
33. A
34. B C
35. B
36. D
37. A B
Conclusion

HP wishes you success in the HP Certified Professional Program and in passing the exam for which you are preparing.