Purpose of the Exam Preparation 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.

Audience

This exam is targeted for technical implementers with:

- a minimum of 6-months experience with the HP Service Manager 7.x (SM7) software including the installation of this software
- who hold either one of the industry-standard ITIL credentials
  - ITIL Foundations Certification Exam from EXIN (ITILF-EXIN)
  - ITIL Foundations Certification Exam from ISEB (ITIL-ISEB)
- a background in ServiceCenter and Service Desk

Certification Requirements

Implementing HP Service Manager Software (HP0-M22) is a mandatory exam for the Accredited Integration Specialist (AIS) credential in HP Service Management Software.

For further information, visit the HP Certified Professional (HPCP) website at http://www.hp.com/go/certification.

If you are already ServiceCenter or Service Desk credential.

Prerequisites

The ITIL credential is the only prerequisite for obtaining this credential. However, it is also highly recommended that you have installed the HP Service Manager 7.x software a few times.
Exam Details

The Implementing HP Service Manager Software Exam (HP0-M22) is a live exam. You will receive a score report with your results after testing is complete. You can use the report to identify areas of strength and learn about areas to improve, if necessary.

Test Information

- **Number of test items**: 75
- **Item type**: multiple choice
- **Time commitment**: 105 minutes
- **Passing Score**: 47
- **Percent Correct**: 62%
- **Reference material**: No online or hard copy reference material will be allowed at the testing site.
Exam Content

The following outline represents 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. The approximate percentage of exam questions dedicated to each major content area is included in parenthesis. Typically, the higher the percentage, the more questions will be on the exam.

1) Recognize the fundamental HP Service Manager technologies and methodologies (8%)
   1.1 Identify the servers and their functions
      - RDBMS server
      - application server
      - web application server
      - Help Server
      - search engine server
   1.2 Identify the client types and functions
      - Describe the Windows client
      - Describe the web client
   1.3 Identify the employee self-service functions
      - Create interaction
      - Search knowledge
      - Create a catalog request
      - Approve a change
      - Request a subscription
   1.4 Identify the integration methodologies
      - web services
      - SCAuto
      - Connect-It
      - Scheduled import
      - LDAP

2) Describe the HP Service Manager processes and modules (8%)
   2.1 Identify the processes supported in Service Manager
      - Call Management
      - Incident management
• Problem management
• Change management
• Release management
• Request management
• Service level management
• Knowledge management
• Service lifecycle management

2.2 Describe the tailoring engine
• notification engine
• approval engine
• document engine

2.3 Describe supporting data
• work groups
• location table
• clocks
• calendars

2.4 Describe security settings
• system-wide information record
• folders
• Mandanten
• security profiles

3) Describe the requirements necessary to achieve a deployable Service Manager solution (12%)

3.1 Explain server deployment mapping and components
• Request management
• Change management
• Problem management
• other processes

3.2 Describe the global variables
• variables
• lists

3.3 Describe the network topology
• ports
• firewalls
• server interconnectivity

3.4 Explain the client deployment decision
• what
• where
• how
• admin plug-in

3.5 Describe the database schema
• custom fields
• required fields

3.6 Identify reporting solutions
• Crystal reports
• Decision center

4) Describe the Service Manager procedures for installation, setup, upgrade, and/or migration (14%)

4.1 Explain the authorization file(s)
• how to get to webware site
• how to enter information needed
• how to use Instant On in lieu of the installation code
• how to install the license key

4.2 Identify the migration paths to Service Manager
• ServiceCenter (SC) to Service Manager (SM)
• Mercury Service Desk (MSD) to Service Manager (SM)
• Service Desk (SD) to Service Manager (SM)

4.3 Describe the Windows client installation

4.4 Describe the web client deployment

4.5 Describe the purpose of the SM.INI

4.6 Describe the purpose of the SM.CFG

4.7 Describe the requirements of the Help Server installation

4.8 Describe the search engine installation and configuration
5) Explain RDBMS standard integration to Service Manager (9%)

5.1 Identify supported RDBMSs
- Windows to Unix
- Windows to Windows
- Unix to Unix

5.2 Identify the data type supported in Service Manager in relation to RDBMS
- number
- character
- logical
- CLOB / LOB / BLOB
- date / time

5.3 Describe the RDBMS security model
- DBO rights for installation
- DB access read/write for operations (DDL)
- Reporting Read Only access

5.4 Identify the actions supported on the RDBMS side of Service Manager
- create
- alter
- change data type

5.5 Identify Service Manager to RDBMS settings
- language
- threads
- case sensitivity

6) Identify the Service Manager troubleshooting procedures (5%)

6.1 Describe the use of log files
- levels of debug - common debug parms
- debugging
- sc.alert log
- sc.log

6.2 Identify the debugging tools available
7) Describe the end user application-based tasks (11%)

7.1 Describe the Service Desk tasks
- creating an interaction
- performing a knowledge search
- escalating to another application
- relating to another record

7.2 Describe the incident and problem management tasks
- layers of categorization
- priority vs severity
- tasks common to all application

7.3 Describe change management, releases, and projects
- phases
- tasks
- approvals
- alerts

8) Describe administrative and operational tasks (28%)

8.1 Describe adding and changing contacts and operators
8.2 Describe setting system-wide information
- password definition
8.3 Describe adding and changing assignment groups
8.4 Describe adding and changing calendars
8.5 Describe adding and changing security profiles
8.6 Describe creating security folders
8.7 Describe adding and changing formats
8.8 Describe adding and changing views
8.9 Describe adding and changing approvals
8.10 Describe adding and changing notifications
8.11 Describe purging and archiving data records
8.12 Describe how to set up log file roll over
9) Compare the Service Manager features and benefits to those of Service Desk and ServiceCenter (5%)

9.1 Describe the Service Manager 7.x release as an elevator pitch

9.2 Compare the features and benefits of the Service Manager 7.x release to those of Service Desk customers

9.3 Compare the features and benefits of the Service Manager 7.x release to those of ServiceCenter customers
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.

**Instructor-Led Training**

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

The HP Certified Professional Program includes references to a variety of materials that provide information included on this certification exam. Completion of these HP courses and a review of the materials is recommended, but not required, for success on this exam.

Note that it is possible to participate in a lab-based version of this course in a virtual classroom environment (RAIL), or have this class taught onsite (OST). For further information, refer to the link [http://www.hp.com/education/courses/hf509s.html](http://www.hp.com/education/courses/hf509s.html).

**Recommended Minimum Courses**

<table>
<thead>
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<th>Course Title</th>
<th>Part Number</th>
<th>Type</th>
<th>Length</th>
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<tr>
<td>HP Service Manager 7.x Essentials</td>
<td>HF509S</td>
<td>ILT</td>
<td>5 days</td>
</tr>
<tr>
<td>HP Service Manager 7.x Introduction</td>
<td>HF513AAE</td>
<td>WBT</td>
<td>1.5 hrs</td>
</tr>
</tbody>
</table>

ILT = Instructor-Led Training
WBT = Web-Based Training

**Courses Descriptions and Registration**

Check the HP education web site for course descriptions, prerequisites and registration information at:

- HP Service Manager 7.x Essentials: [http://www.hp.com/education/courses/hf509s.html](http://www.hp.com/education/courses/hf509s.html)


For general information about online registration, go to [http://www.hp.com/education/registration.html](http://www.hp.com/education/registration.html).

If you need assistance, please call our Customer Registration Center: 1-800-472-5277 (US); 1-800 563-5089 (Canada). For other countries, refer to the registration link above.
Additional Recommended Reference Materials for This Exam

References for exam questions are found in the HP Service Manager 7.x training courses and/or technical documentation. The technical documentation is found on the DVD that ships with the product.

Or if you have the appropriate privileges, the product manuals can be accessed from the HP Software Support Online webpage by clicking on Product Manuals under Where I find and then searching for the documentation on the HP Product Software Manuals page.

HP Software Support Online: http://support.openview.hp.com/

Note that this exam preparation guide typically references the latest documentation release available.
Source Documentation

The information in this exam preparation guide is current as of release 7.x for the HP Service Manager documentation.

Specific references titles are listed. In some cases the respective sections or key words are provided. These references represent the sources from which the exam items were derived. You may want to review this material or do searches related to specific exam content in preparation for taking the certification exam. Refer to the Exam Content section in this guide for the related exam outline and objectives.

Note: For a limited number of test items, the item content was derived from common technical knowledge that someone with the appropriate qualifications for this exam would have. Refer to the Audience and Prerequisites sections in this guide.

- HP Service Manager Installation Guide (Software version 7.0)
  - Chapter 3 Server Installation
    - AutoPass
    - sm -instantOn
    - IP address of the server & Entitlement Certificate, containing the HP product and order numbers
  - Chapter 4 Client Installation
    - Local administrative rights
    - Name, User name, Password, Server host name, Server port number
  - Chapter 5 Web Tier Installation
    - webapps
    - web.xml
    - web application server heap size
  - Chapter 6 Help Server Installation
    - Windows client preferences
    - Communication port of the Help Server & host name or IP address of the Help Server
    - web.xml on the web application server
  - Chapter 8 Search Engine Installation

- HP Service Manager online help
  - Application setup
  - Change Management > Alerts
  - Clients
  - Configuration management
  - Database administration
§ Glossary
§ Incident Management
§ Parameters
§ Problem Identification
§ Request Management
§ Self service urls – Web tier
§ Server Setup
§ Status and notifications
§ SCAuto documentation
§ Tailoring
§ Variables
§ What's New in SM7

§ HP Service Manager Essentials training materials (HF509S)

§ Module 1: Introduction to Service Manager
  • Lesson 1: Benefits of Service Manager
  • Lesson 2: Installing Service Manager

§ Module 2: Data Management
  • Lesson 1: Database Manager
  • Lesson 3: System Language

§ Module 3: Forms
  • Lesson 1: Forms Designer
  • Lesson 2: Format Control

§ Module 6: User Administration
  • Lesson 1: System Definition Information Record
  • Lesson 3: Operator Records and Capability Words

§ Module 7: Configuration Management
  • Lesson 1: Configuration Management Process
  • Lesson 2: Tables and Forms

§ Module 8: Service Desk
  • Lesson 1: Service Desk Process
  • Lesson 2: Tables and Forms

§ Module 9: Incident Management
  • Lesson 1: Incident Management Process
  • Lesson 2: Tables and Forms

§ ITIL documentation
§ sm.cfg file of an installed system
§ Service Manager v7 Compatibility Matrix
§ Service Manager marketing materials website
Conclusion

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