HP Certified Professional
Servicing HP Integrity Entry-Level Servers
(HPO-P12)
Exam Preparation Guide

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.

Audience
This exam is for system engineers or technicians who require an in-depth understanding of the technologies deployed in HP Integrity servers and computer professionals pursuing an HP Accredited Integration Specialist (AIS) certification.

Certification Requirements
This exam is one of the core requirements to be certified as an AIS – Specialty in HP Integrity Server Support [2005].

Prerequisites
AIS candidates should obtain the following prerequisite certifications before taking this exam:

- AIS – HP Integrity Servers [2005]
- AIS – HP Integrity Server Systems [2006]
- CompTIA Server+
- Industry Standard Architecture and Technology (HP CompTIA Server+ equivalency (HP2-T11))
Exam Details

At the beginning of the exam, you will be asked to answer several survey questions. The survey questions are designed to assist the exam development team in accurately profiling test results and to improve future exams.

The following are details about the exam:

- Number of items: 70
- Item types: multiple choice
- Time commitment: 90 minutes
- Passing Score: 70 percent (49 items correct)
- Reference Material: No on-line or hard copy reference material will be allowed at the testing site.

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.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Identify and describe server configurations and components</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>1. Describe HP Integrity server portfolio and be able to identify the unique features of each server</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Objective</th>
<th>Install and configure HP Integrity server and Blade systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
<td>1. Install and configure server hardware</td>
</tr>
<tr>
<td></td>
<td>2. Install and configure I/O infrastructure</td>
</tr>
<tr>
<td></td>
<td>3. Install and configure HP applications and management tools</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Objective</th>
<th>Troubleshoot system problems and repair system failures</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.0</td>
<td>1. Analyze hardware failures</td>
</tr>
<tr>
<td></td>
<td>2. Recognize operating system errors</td>
</tr>
</tbody>
</table>
Objective

3. Identify and use hardware and software diagnostics
4. Perform repair and replacement procedures
5. Perform post repair/replace procedures
6. Install and configure operating system software and drivers

4.0 Manage and maintain HP Integrity servers
   1. Manage and maintain hardware components
   2. Manage and maintain firmware and drivers

5.0 Identify and describe HP Service offerings

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 instructor-led training.

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Enroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servicing HP Entry-level Integrity Servers (4d ILT)</td>
<td>eLMS catalog code: 24630</td>
<td>Refer to your regional websites for local training information.</td>
</tr>
</tbody>
</table>

Other Reference Material

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended</td>
<td></td>
<td></td>
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</tbody>
</table>
Training and skills:
PA-RISC to Integrity Evolution Technical Resource Kit (W BT)
HP Integrity Entry-Level and Mid-Range System Technology (W BT)
CompTIA Server+ training (or equivalent experience)
APS Service Fundamentals

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<tr>
<td>PA-RISC to Integrity Evolution Technical Resource Kit (W BT)</td>
<td>20847</td>
</tr>
<tr>
<td>HP Integrity Entry-Level and Mid-Range System Technology (W BT)</td>
<td>28915</td>
</tr>
<tr>
<td>CompTIA Server+ training (or equivalent experience)</td>
<td>36939/00040178</td>
</tr>
<tr>
<td>APS Service Fundamentals</td>
<td>37948</td>
</tr>
</tbody>
</table>

Exam Registration

Click here for information about exam registration, [www.hp.com/certification/exam_registration.html](http://www.hp.com/certification/exam_registration.html).

Sample Test Items

The following examples represent the types of items and question formats that you could see on the exam. These are generic samples and do not reflect the content being tested.

1. Which planet is closest to the Earth?
   A. Mars
   B. Pluto
   C. Venus
   D. Saturn
2. Which planets are “inner planets” — planets found within the asteroid belt? Select TWO.

A. Pluto
B. Earth
C. Neptune
D. Mercury
E. Venus

3. Click the Exhibit button. What is this constellation called?

A. Leo
B. Aries
C. Orion
D. Taurus
E. Gemini
F. Pleiades
G. Ursa Minor
H. Ursa Major
I. Andromeda
4. Click the Task button.

Place the planets in order of closest to farthest from the planet Earth.

5. Click the Task button.

Review the picture of the planets and click on Saturn.
Conclusion

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