

HP Certified Professional
Supporting HP ProLiant Storage Server Workgroup Products
HP2-K14
Exam Datasheet

Audience

The HP ProLiant Storage Server Workgroup Products exam is intended for services professionals whose tasks include warranty support for HP ProLiant Storage Server Workgroup products.

Typical job roles include:

- Field and Customer Engineers
- Call Center Personnel
- Field Personnel
- Channel partners who provide warranty support

This certification exam was developed to test HP ProLiant Storage Server Workgroup Product knowledge for individuals who provide warranty support. It is required to obtain APS - ProLiant Storage Server Workgroup products [2005] credential.

Key Topics

- Identify and describe the various technologies related to HP ProLiant Storage Server (NAS) products.
- Identify and describe the various RAID levels and their benefits in terms of costs, availability and performance.
- Describe the features and benefits of HP ProLiant Storage Server platforms, components, implementation methodologies and restrictions or limitations.
- Given a customer requirement, recognize relevant HP ProLiant Storage Server solution options to meet customer business needs.
• Perform component installation.
• Perform platform configuration.
• Perform update procedures.
• Describe software and management tools.
• Given a problem scenario, identify the cause of HP ProLiant Storage Server related problems.
• Given a problem scenario, determine the best method to repair or replace the defective subsystem or component.
• Given a problem scenario, determine the best method to troubleshoot and repair HP ProLiant Storage Server software related problems.
• Given a problem scenario, determine the best way to recover the HP ProLiant Storage Server.

Exam Specifications

• Number of Items: 60
• Passing Criteria: 73%
• Time Allocated: 75 minutes

Exam Preparation

Exam candidates typically have at least one year supporting HP ProLiant Storage Server Workgroup products before taking this exam and should complete or have the equivalent knowledge from the training course listed in the Available Study Materials section of this document.

Available Study Materials

This certification test was developed to test your knowledge of HP ProLiant Storage Server Workgroup Products. This section lists the training courses and documents that can help you acquire the majority of the knowledge and skills needed to pass the exam. You are
not required to take the course(s) 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.

Please refer to your regional websites for information on how to register for the courses below.

- HP ProLiant Storage Server Family Service and Support (Course ID: 33024)
- HP ProLiant Storage Servers Troubleshooting Guide

Exam Registration
Click here for information about exam registration
www.hp.com/certification/exam_registration.html

Sample Exam 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

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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

Conclusion

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