Key Topics

- HP Software Business Technology Optimization Messaging & Structure
- Project & Portfolio Management Center
- SOA Center
- Quality Center
- Performance Center
- Business Availability Center
- Service Management Center
- Change & Configuration Center
- Operations Center
- Network Management Center
- ITIL Fundamentals

Exam Specifications

- Number of items: 80
- Passing Criteria: 70%
- Time Allocated: 120 minutes
- Format: Internet-based Test (IBT)
Exam Preparation

This certification test was developed to test your knowledge of the new HP Software Business Technology Optimization centers and solutions. We recommend that you have significant training and review with the products before you take the exam.

These study materials are strongly recommended to pass the certification exam. Please refer to the HP Software University web site (http://www.hp.com/learn/hpsu) to take the courses. A log-in account is required to enter HP Software University (HPSU). Use the document codes below to locate the study material in HPSU. Contact your regional partner representative for more information about access to the recommended training.

<table>
<thead>
<tr>
<th>JIT Name or Other Source</th>
<th>HPSU Search Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>BTO CFD Pitch (I)</td>
<td>Close_BTO_11-2006</td>
</tr>
<tr>
<td>Demand and Portfolio Management</td>
<td>FI_DPM_PPM_12_2006</td>
</tr>
<tr>
<td>Phase III: Project and Portfolio Management Center</td>
<td>GTE_PHASE3_PPM</td>
</tr>
<tr>
<td>Systinet Intro to SOA Governance</td>
<td>GSE_SOA_Gov_09_2006</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>FI_QA_CFD_12_2006</td>
</tr>
<tr>
<td>Phase III: Quality Center</td>
<td>GTE_PHASE3_QC</td>
</tr>
<tr>
<td>Performance Validation</td>
<td>FI_PV_12_2006</td>
</tr>
<tr>
<td>Phase III: Business Availability Center</td>
<td>GTE_PHASE3_BAC</td>
</tr>
<tr>
<td>Phase III: Service Management Center</td>
<td>GTE_PHASE3_SMC</td>
</tr>
<tr>
<td>HP Software Partner Sales Enablement - Change &amp; Configuration Management</td>
<td>HPVT-SALES-20070320AM</td>
</tr>
<tr>
<td>CCRM Solution Pitch</td>
<td>GSE_CCRM_08_2006</td>
</tr>
<tr>
<td>Phase III: Operations Center</td>
<td>GTE_PHASE3_OPS</td>
</tr>
<tr>
<td>Phase III: Network Management Center</td>
<td>GTE_Phase3_NMC</td>
</tr>
<tr>
<td>Network Management Center JIT</td>
<td>GTE_PHASE3_NMC</td>
</tr>
<tr>
<td>HP/Mercury GoTo Market Solutions</td>
<td>SALES_IUM_RS_SS_2006_11_28</td>
</tr>
</tbody>
</table>
Sample Exam Items

The following examples represent the types of items and question formats that you could see on the exam.

1) **Choose One:** IT Service Management focuses on running IT as a services delivery business and to be built and executed in a stepwise fashion. What are the three (3) functional IT areas representative of this approach in the BTO Model?
   A. Alignment, Automation and Optimization
   B. Monitoring, Management and Control
   C. Measurement, Monitoring and Management
   D. Strategy, Applications, Operations
   E. Management, Remediation and Operations

2) **Choose One:** Which statement below best describes the IT business impact BTO can have for your client organization?
   A. BTO allows clients to better map products to IT areas
   B. BTO helps your client deliver consistent, high-quality business outcomes from IT
   C. BTO focuses on helping your client achieve maximum return on IT investments
   D. BTO provides communication links between the business and IT

3) **Choose Two:** In the BTO model, what two centers make up the Strategy IT Functional area?
   A. Project & Portfolio Management
   B. Business Availability Center
   C. Performance Center
   D. Change & Configuration Management Center
   E. SOA Center
   F. Security Center

4) **Choose Three:** What are three (3) key obstacles or challenges facing customers today?
   A. Maximize performance for business users
   B. Distributed systems, outsourcing, P&L contribution and mobility
C. Not enough personnel to execute solutions
D. Operational costs have taken a back seat to the capital expense side
E. Balancing industry level and internal governance requirements for the way IT supports the business

Conclusion

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