



## Exam Preparation Guide

### HPO-M92: Advanced Service Manager 9.2 Software

The intent of this guide is to set expectations about the context of the exam and to help candidates prepare for it. Recommended training to prepare for this exam can be found at The Learning Center. It is important to note that although training is recommended for exam preparation, successful completion of the training alone does not guarantee that you will pass the exam. In addition to training, exam items are based on knowledge gained from on-the-job experience and application as well as other supplemental reference material that may be specified in this guide.

#### HP certification

The HP Certified Professional community is a network of qualified HP channel partners, customers, and employees who have taken the courses and studied the associated reference material necessary to pass the certification exams that earn HP Certified Professional credentials. The exams offered through the HP Certified Professional Program validate the skills and assure the competency of HP Certified Professionals. The knowledge and experience required to pass HP certification exams ensure that HP Certified Professionals are respected and valued throughout the industry.

#### Audience

The exam is for technical implementers of **Service Manager 9.2** with about a year of field experience. Examples of job roles include:

- Consultant
- Partner
- Technical Support
- Certified training instructor

#### Relevant certifications

After passing this exam, your achievement may be applied toward more than one certification. To determine which certifications will be credited with this achievement, log into The Learning Center and view the certifications listed on the exam's More Details tab. You may be on your way to achieving additional HP certifications.

#### Exam details

The following are details about the exam:

- Number of items: 120
- Item types: Multiple choice with access to a Service Manager 9.2 installation
- Exam time: 3 hours
- Passing score: 70%



- Reference material: No hard copy reference material will be allowed at the testing site. A virtual lab that contains Service Manager will be available during the exam.

### 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.

HP0-M32 Sections/Objectives
Describe advanced configurations
Identify advanced features of clients
Describe the outcome of integration methodologies
Identify the processes supported in SM9
Identify non-ITIL related tool functions
Describe the purpose of the tailoring tools across processes and functions
Describe supporting data for operation of Service Manager
Describe security settings and how they interrelate
Describe authentication deployment and topology
Describe the JGROUPS and Servlet topology
Describe the WAN/LAN/VLAN limitations and supported configurations
Describe the client deployment topology
Identify authoritative data sources
Identify the reporting solution that best suits the reporting requirement
Identify bottlenecks and hot spots
Describe the Windows client installation
Describe the web client deployment
Describe the advanced parameters of the sm.ini file
Describe the requirements for the help server installation
Describe scaling implementations
Describe custom upgrade
Describe differential upgrade
Describe SSL implementations
Identify the data type supported in SM in relation to RDBMS
Describe the RDBMS security model
Describe how to change fields, field mappings and indexes
Identify SM to RDBMS settings
Describe methods to convert from one RDBMS to another
Describe database debugging parameters and interpretation



Describe the use of log files
Describe when to use the debugging tools
Describe the steps to reproduce an issue
Define application interoperability
Describe how to configure the Service catalog
Describe adding and changing security profiles
Describe creating security folders
Describe adding and changing views
Recognize the appropriate tools in a given circumstance
Recognize valid and appropriate use
Describe benefits / issues with integrating applications using Web Services
Describe tailoring tasks
Describe benefits / issues using JavaScript vs. 'RAD' language
Describe basic database tuning, available SM parameters for tuning
Describe purging and archiving data records
Review queries against database indexes
Describe how to reconcile the internal database structure with the RDBMS
Perform different scripting or tailoring tasks with SM

## Training

Recommended training to prepare for this exam is accessible from this exam's page in The Learning Center. See the exam attachment, Supporting courses, to view and register for the courses.

You are not required to take the associated courses; however, HP strongly recommends that you complete the training and thoroughly review all course materials and documents before taking the exam. Sufficient on-the-job experience may also be required.

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

## Exam registration

To register for this exam, please go to the exam tab in The Learning Center and click on "Access more information". Visit <http://www.hp.com/go/ExpertONE> for access.

## Conclusion

HP wishes you success in passing the exam and joining the HP ExpertONE program.

## HP ExpertONE

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Updated **January 2012**