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QUESTION 1 Which service corresponds to the following discovery question: "Do you have the proper measures in place to avoid expensive regulatory or civil liabilities as a result of improper control or disposition of sensitive data?"

A. Tracking and Recovery Services B. Asset Tagging C. Installation D. Defective Media Retention Answer: D Explanation:

<http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf>(page 8, see is this for you, defective media retention)

QUESTION 2 What is true about HP Standard Contractual Services? A. The HP Standard Contractual Services are annual services for multiple products on one agreement. B. HP standard Contractual Services can provide special customer delivery requirements, such as project management. C. HP Standard Contractual Services are prepaid annual service packages typically sold at the point of hardware sale. D. Each HP Standard Contractual Services agreement is linked to one hardware serial number. Answer: A

QUESTION 3 Which HP PPS Services enable customers to cover various serial numbers with one agreement? (Select two.) A. HP Care Pack Services B. HP Custom Contractual Services C. HP Priority Services D. HP Standard Contractual Services E. HP Configuration Services Answer: AD

QUESTION 4 Which trigger is a good indicator of an opportunity to offer HP Care Pack Services? (Select three.)

A. A customer has established security policies and procedures. B. A customer requires project management to deploy personal systems. C. A customer needs an onsite technician to support the hardware fleet. D. A customer has a high volume of sensitive data to protect. E. A customer needs to be able to add or remove devices from the same service engagement.

F. A customer is concerned about potential security breaches by irresponsible employees. Answer: BCD

QUESTION 5 Which HP Care Pack Services option is considered a Risk Mitigation service? A. PC Tracking and Recovery B. Printer and Accessory Installation C. Asset Tagging D. Offsite Repairs Answer: D

QUESTION 6 When do HP Care Pack Services need to be registered?

A. within 10 days after the purchase of the care pack B. within 10 days after the purchase of the hardware C. within 30 days after the expiration of the warranty D. within 90 days after the purchase of the hardware Answer: A Explanation:

<http://www8.hp.com/h20195/v2/GetPDF.aspx%2F4AA5-1146ENW.pdf>(See the Page #03, Last Paragraph, 2ndLast line).

QUESTION 7 Based on the success story of the Cherokee County School District, which benefits did they realize through HP Care Pack Services? (Select three) A. Support for users with efficient escalation process

B. Secure protection of sensitive data C. Reduced theft of computers and printers D. Efficient support of mobile users E. Removal of unplanned repair costs

F. Increased staff productivity Answer: AEF

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