

## HP HP2-H65 Exam

### Volume: 35 Questions

#### Question No:1

Which statement is true about a custom service contract compared to a standard service contract?

- A. Custom service contracts offer the same standard SLAs as other contracts, but their service period duration is much longer than what a standard service contract can offer
- B. Custom service contracts have only quarterly payment terms; standard service contracts offer installment payment terms.
- C. Custom service contracts offer an SLA that is adapted or tailored to the customer's needs while standard service contracts provide a standard SLA.
- D. Custom service contracts offer one serial number for HP products; standard contracts offer various serial numbers under multiple subscriptions.

Answer: A

#### Question No:2

Which two business initiatives indicate that a potential customer is ready for a conversation about Deploy? (Select two.)

- A. They need to increase security for sensitive data.
- B. They need IT resources focused on innovation.
- C. They need to get reports about their IT performance environment.
- D. They need to shift the IT focus/time from deployment tasks to core business activities.
- E. They need to standardize IT implementations (global/multi-national, multi-location).

Answer: A,B

#### Question No:3

In the Configure stage of the services lifecycle. What is the Image and Application Service? (Select two.)

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- A. the ability to include the customer logo during the booting process
- B. the ability to load old BIOS versions on new devices
- C. the ability to protect PCs with physical anti-theft tagging
- D. the ability to modify, validate, and test customer-supplied images
- E. the ability to build new PC images per customer specifications

Answer: D,E

### Question No:4

Your customer Just hired 2.000 employees and needs 2.000 notebooks. Unfortunately, their IT staff is busy with several IT infrastructure projects. Which services would you offer this customer to deploy and ensure devices are ready on their employees' first day?

- A. Configuration and Installation Services
- B. Data Migration Services
- C. Priority Services and Configuration Services
- D. Next Business Day Onsite

Answer: C

### Question No:5

Your customer has an aging PC fleet that needs to be refreshed. There are two major concerns:

- . Meeting environmental policies when disposing of the aging PCs
- . Protecting the new PCs from theft and keeping sensitive data secure

Which solution would you offer to your customer?

- A. Installation services + Labeling and Tagging + Data and Device Security
- B. Next Business Day onsite + Labeling and Tagging
- C. Deinstallation + Image load + Installation services
- D. Deinstallation. Sanitization. and Recycling + Labeling and Tagging + Data and Device Security