HP.Certkey.HP2-E59.v2014-01-06.by.ANGELA.50q

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Exam Code: HP2-E59

Exam Name: Introduction to Selling Servers, Storage, Networking and Services

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Exam A

QUESTION 1
Why does HP use the term polymorphic storage to describe HP 3PAR StoreServ storage?

A. Because it is future proof in that it exists in several forms and can grow with freedom in any direction
B. Because it includes patented variable chunking with intelligent container matching for faster backups
C. Because it can achieve twice the VM density in physical VMware vSphere environments
D. Because it reduces storage capacity by up to 50% thus increasing free disk capacity, while decreasing service and support costs

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://www.webprojektserver.de/sites/Borgware/fileadmin/user_upload/pdfs/04_Decem ber_3_Launch_Announcement_Flyer.pdf.pdf

QUESTION 2
Which HP series of network switches is unmanaged?

A. HP 1400-series switches
B. HP 1800-series switches
C. HP 1900-senes switches
D. HP 2500-series switches

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/us/en/networking/products/switches/HP_1410_Switch_Ser ies/index.aspx#tab=TAB1

QUESTION 3
Which benefit does an HP Care Pack offer that the HP standard product warranty does not?

A. Firmware and software upgrades
B. Replacement of defective parts
C. Support outside of standard business hours
D. Troubleshooting support

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h71016.www7.hp.com/html/helpmechoose/carepacks/care_packs_psg.asp

QUESTION 4
What is the difference between computer memory and computer storage?

A. Computer memory is the storage hierarchy; computer storage is a subset of the computer memory.
B. Computer memory handles data from input devices; computer storage handles data from output devices.
C. Computer memory is the fast, volatile data-retention technologies; computer storage is the slower, permanent data-retention technologies.
D. Computer memory includes the arithmetic unit of the CPU; computer storage includes the control unit of the CPU.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
Your healthcare customer wants to add a separate location for a family practice. They want the new location to have seamless integration into the main location network and support a maximum of five users. Which cost-effective HP networking solution should you recommend?

A. HP FlexManagement with an HP OfficeConnect switch
B. HP FlexFabric with an HP 2920 series switch
C. HP FlexFabric with an HP M220 access point
D. HP FlexBranch with an HP MSR930-series router

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
What does ease of integration mean as one of the important IT trends for small and medium business?

A. Full integration between security, ease of use, and scalability in computing
B. Integration toward the right computing environment to meet future requirements
C. Integration toward simplified growth with cost controls
D. A totally integrated solution across server, storage, and network infrastructures

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
What is the difference between a network switch and a network router?

A. A network switch connects devices for communication via Ethernet; a network router connects networks to enable communication between them.
B. A network switch enables device connections over wireless networks; a network router enables network communications over wireless networks.
C. A network switch enables multiple devices to share the same monitors; a network router enables devices to use multiple monitors.
D. A network switch connects networks to enable communication; a network router connects devices for communication over Ethernet.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which statement about types of care available from HP Technology Services is true?

A. HP Foundation care offers only hardware services while HP Core Services care offers hardware and software services.
B. HP Reactive care offers only the standard warranty and on site services while HP Core Services care offers full solution support
C. HP Foundation care offers only reactive support while HP Proactive care offers reactive support and proactive support.
D. HP BreakFix care offers only hardware repairs while HP Core Services care offers software and hardware support.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Reference:http://h20195.www2.hp.com/v2/GetPDF.aspx%2F4AA4-7294ENW.pdf

QUESTION 9
What are three value propositions of HP Simply StoreIT solutions?

A. Highly secure, highly available, and highly efficient
B. Easy to configure, easy to buy and easy to use
C. Simple to manage, affordable to own, and reliable to operate
D. Simple to install, simple to configure, and energy efficient

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h20195.www2.hp.com/v2/GetPDF.aspx%2F4AA4-7359ENW.pdf

QUESTION 10
What are three types of care that HP Technology Services provides? (Select three.)

A. Proactive Care
B. Personalized Services
C. Flexible Care
D. Simplified Care
E. Lifecycle Event Services
F. Foundation Care

Correct Answer: AEF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
What is unified in the HP unified communications capability?

A. Wireless communication with Ethernet communication
B. Device configuration management communication and user authentication communication
C. Device-to-device communication with device-to-network communication

D. Secure communication with non-secure communication

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/us/en/solutions/unified-communications-and-collaboration- smb/

QUESTION 12
How should you position the value of HP Technology Services to a customer?

A. Compare the cost of downtime versus the cost of an appropriate HP Care Pack
B. Compare the cost of the standard warranty versus the cost of supporting the hardware internally
C. Compare the cost of an appropriate HP Care Pack with the cost of replacing hardware
D. Compare the cost of downtime versus the cost of the standard warranty

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which end of the HP networking portfolio continuum matches businesses in the Starting Out phase of the HP Just Right IT (JRIT) maturity model?

A. HP Technology Services
B. HP FlexNetwork
C. HP SmartConnect
D. HP OfficeConnect

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the four pillars of HP ProLiant server capabilities gives HP ProLiant Gen8 servers the ability to provide significantly more compute power per

watt over previous generation servers?

A. Proactive server support
B. Integrated lifecycle automation
C. Automated energy optimization
D. Dynamic workload acceleration

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h20195.www2.hp.com/v2/GetPDF.aspx/4AA3-0132ENW.pdf(page 4, see figure
2)

QUESTION 15
Your customer, a regional bank, is purchasing network solutions to support their 24-hour online banking services. Which HP Care Pack should you recommend?

A. 4-hour proactive support with 24x7 coverage
B. Only the amount of coverage that offsets the cost of one day of downtime
C. 6-hour reactive support
D. Standard warranty

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which customer types represent businesses that could be in a horizontal market sector?

A. A regional bank and a healthcare clinic
B. A discount food store and a supermarket
C. A regional hospital and a healthcare clinic
D. A regional bank and an international bank

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:
Reference:http://www.wisegeek.com/what-is-a-horizontal-market.htm

QUESTION 17
What is the Just Right IT maturity model?

A. A basic approach of customizing strategies to build business momentum that enable business expansion
B. A business customization concept of entering a market and enabling growth
C. The three basic stages of business growth: starting out. building momentum, and business
D. Expansion a basic solution concept to be customized based on customer needs and individual business models

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/docs/justrightit/JustRightITSolutionGuide_r2.pdf

QUESTION 18
Maintain service level agreements, protect intellectual property, reduce complexity, and reduce costs are characteristic of what type of business issue?

A. A business issue that primarily affects smaller businesses in the Starting Out phase of the Just Right IT (JRIT) maturity model
B. A business issue that increases in priority in the Business Expansion stage of the Just Right IT (JRIT) maturity model
C. A business issue that primarily affects customers in the financial market sector
D. A vital business issue that is the same regardless of the size of the organization

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Your customer is a medical clinic that is acquiring real estate for a second location. The customer is in which Just Right IT (JRIT) stage of growth?

A. Business expansion

B. Building momentum
C. Starting out
D. Starting to grow

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/docs/justrightit/JustRightITSolutionGuide_r2.pdf

QUESTION 20
A customer says to you, 'Data protection is too complicated and too expensive for my business.' What should you do?

A. Agree and help them to understand that data protection is more important in large enterprise organizations.
B. Show them the data protection solutions available from third-party service providers.
C. Explain that most business network devices include adequate data protection capabilities.
D. Take the opportunity to explain the importance of data protection and the HP options available.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Who is HP's leading competitor in networking infrastructure products and services?

A. IBM
B. Cisco
C. Linksys
D. Dell

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
Compared to competitive products, which intelligent feature of HP ProLiant Gen8 servers can significantly reduce a customers server administration workload?

A. HP Support Center
B. HP Insight Online
C. HP OneView
D. HP Smart Update Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
How does HP address the business issue of complexity in terms of IT solutions?

A. HP servers provide a single safe location to share files, documents, applications, and software.
B. HP focuses on products that are plug and play and that require skills that the customer already has.
C. HP offers end-to-end technology including servers, storage, software, networking, and services designed to meet growing demands.
D. HP offers a limited numbers of products from which to choose, making the buying decision easier across the board.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which two basic types of network switches does the HP networking portfolio support? (Select two.)

A. low-speed switches
B. power switches
C. high speed switches
D. managed switches
E. unmanaged switches

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
Your retail customer is in the Building Momentum stage of the Just Right IT (JRIT) maturity model. Which value differentiator is most applicable for a storage solution in their corporate office?

A. Environment-wide entitlement
B. Unique Tier 1 SMB to enterprise array
C. Pioneering spatial stream MIMO apps
D. Innovation leader

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which business issue is connected to the proliferation of personal devices on the company network?

A. Security
B. Space
C. Complexity
D. Analysis

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Your customer has purchased an HP Simply StoreIT solution. What should you do next?

A. Ask clarifying questions.
B. Identify new opportunities.
C. Show how the solution addresses the customer's needs.
D. Address potential objections.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
How is HP gaining in networking market share at the expense of Cisco?

A. HP outperforms Cisco in most measurable specifications on a data sheet.
B. HP has by far the largest market share in networking solutions.
C. HP is the best choice for more cost-effective networks that are easier to manage.
D. HP offers a wider variety of products and services for more choices in customized solutions

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h30507.www3.hp.com/t5/HP-Networking/Who-is-eating-more-networking-market- pie/ba-p/95167#.UpN5PWQmlqc

QUESTION 29
Why are HP StoreOnce backup solutions called StoreOnce?

A. Because they enable faster searches to locate and analyze files for informed business decisions
B. Because they include architecture to accommodate flash-based storage
C. Because they include federated deduplication capabilities with many HP patented innovations
D. Because they eliminate the need to dedicate physical storage until it is actually needed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
You have a small customer who does not have a comms cabinet and the network switch will be installed under a desk in the office. Which feature of the HP 1410 series switches would appeal to this customer?

A. Fanless cooling for silent operation

B. Embedded encryption and firewall features

C. Easy management

D. Purpose built for HP ProLiant MicroServers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://www.cdw.com/shop/products/HP-V1410-8G-Switch-Smart-Buy/2093375.aspx

QUESTION 31
Which statement is true about the appropriate type of sales motion to use with HP customers?

A. Transactional is best in every sale of HP solutions and products.

B. Consultative is best in every sale of HP solutions and products.

C. The sales motion should depend on the relationship with the customer and the type of solution.

D. The sales motion should depend on the customer's stage in the Just Right IT (JRIT) maturity model.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
Which HP networking solution provides a converged and secure wired and wireless network that enables users to bring their own devices to work?

A. HP FoundationCare

B. HP IMC SmartConnect Virtual Appliance

C. HP OfficeConnect plug and play solution

D. HP FlexFabric architecture

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
What should you think about during the Mitigate Risk stage of the customer buying cycle? (Select two.)

A. Solution option considerations
B. The customers stage in the maturity model
C. Potential customer objections
D. The potential profit margin of the solution
E. The potential services you can offer

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
What is single pane of glass management?

A. Management of all monitors on the network at the same time
B. Complete set of security solutions that address sophisticated security threats
C. Unified communication between wired and wireless connections
D. Single-point network management with visibility across entire networks

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h30507.www3.hp.com/t5/Converged-Infrastructure/A-single-pane-of-glass-view- of-storage-resources-from-HP-at-MMS/ba-p/135163#.UpN7smQmlqc(first para)

QUESTION 35
What is a valuable customer benefit of using HP ProLiant Gen8 servers?

A. Reduced need for network security
B. Reduced need for dedicated IT staff
C. Reduced need for data backup
D. Reduced need for redundant power sources

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
What does an IBM customer need to buy for services that are comparable to HP Proactive care?

A. Multiple services or a custom contract
B. Credits-based services
C. HP Proactive care for IBM solutions
D. Third-party dedicated services

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
What does scalability mean to a growing business?

A. A single network infrastructure solution of servers, storage, software, and service that works in any size business
B. An integrated architecture that reduces costs by reducing or eliminating the need for dedicated IT staff
C. A combination of servers, storage, networking, software, and services that can expand as the business grows
D. A variety of computing options that reduce costs and enable easy management for long term service

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
What can your customer expect from an HP Advanced Solution Center Technical Solution Specialist? (Select two.)

A. Semi-annual specific firmware patch and software update recommendations
B. Onsite technical support within eight hours of reported issue
C. Secure 24x7 monitoring
D. Semi-annual proactive scan
E. Monthly site visits

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
Your customer is in the building momentum stage of the Just Right IT (JRIT) maturity model and has multiple remote and branch offices. Which HP line of servers would likely fit best into their infrastructure?

A. HP ProLiant tower servers
B. HP ProLiant client servers
C. HP ProLiant Micro Servers
D. HP ProLiant rack servers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/docs/justrightit/Hp%20ProLiant%20Gen8%20Servers%20 Model%20Transition%20Guide%204AA4-0119ENW.pdf(page 3, see HP proliant ML family)

QUESTION 40
According to the Just Right IT (JRIT) maturity model, which business requirement indicates a customer that is in the starting out stage of growth?

A. The most important consideration for buying a business solution is cost
B. The business is looking for integrated security and disaster recovery capabilities.
C. The business has an initiative to improve reliability and uptime in the IT infrastructure.
D. The IT manager requests information on the latest technology in cloud computing solutions.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
Your customer is in the business expansion stage of the Just Right IT (JRIT) maturity model and wants to enlarge a call center. Which server is likely to be the best solution for this customer?

A. HP ProLiant MicroServer Gen8
B. HP Proliant DL350p
C. HP ProLiant MicroServer
D. HP ProLiant ML350e

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
You believe your manufacturing customer is in the Business Expansion stage of the Just Right IT (JRIT) maturity model. Which value differentiator should you use to help position a server upgrade in their production facility?

A. Federated deduplication
B. 66% faster problem resolution
C. 150 design innovations
D. 2xVM density

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 43
Which statement is typical of a transactional sales engagement?

A. The salesperson is seen as a trusted advisor.
B. The customer is unaware of their IT issue.
C. The customer looks for the lowest price.
D. It generally involves a long sales cycle.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which family of HP network switches, routers, and hubs is engineered specifically for the small and medium business market?

A. HP OfficeConnect
B. HP Elite series
C. HP Pro series
D. HP Enterprise

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h17007.www1.hp.com/ca/en/networking/solutions/smb/index.aspx#tab=TAB2(sec ond para)

QUESTION 45
What ROI can HP claim with HP ProLiant Gen8 servers?

A. 3 months
B. 5 months

C. 12 months

D. 13 months

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h41112.www4.hp.com/campaigns/O-KIJ84_EG_Substantiation_INTEL_EN- US.pdf(page 1, see claim: ROI in only three short months, last sentence)

QUESTION 46
Which HP storage is considered the most reliable for long-term data protection?

A. HP StoreOnce backup

B. HP StoreVirtual

C. HP StoreEvertape library

D. HP MSA Storage

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
What is provided by HP Consulting Services?

A. Analyzing the customer's business strategies and offering improvements in marketing collateral

B. Analyzing the customer's contract and optimizing it to the customer's budget

C. Analyzing the customer's IT environment and developing IT infrastructure strategies

D. Analyzing a partner's business relationship with the customer and recommending consultative services

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
HP StoreEasy storage is an example of which type of HP Simply StoreIT solution?

A. HP Simply StoreIT for server virtualization
B. HP Simply StoreIT for file sharing
C. HP Simply StoreIT for Exchange
D. HP Simply StoreIT for SQL Server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:http://h20195.www2.hp.com/V2/GetPDF.aspx%2F4AA4-6678ENW.pdf(see page 2, navigate to the solution that's right for you first para)

QUESTION 49
Which HP Simply StoreIT solution includes SAN management and is particularly easy for ProLiant and BladeSystem administrators to use?

A. HP StoreEasy
B. HPStoreOnce
C. HP StoreEver
D. HP MSA servers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Your customer is entering an expansion phase of their IT infrastructure, after having successfully established a MicroServer/ProLiant ML300 base.
Which additional HP products should you recommend to your customer?

A. HP ProLiant SL6500
B. HP ProLiant DL500/DL900 series
C. HP ProLiant Z420 server
D. HP M220 wireless access point

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference: