

**Exam** : **HP2-N40**

**Title** : Implementing HP SaaS  
Solutions [2013]

**Version** : Demo

1. Who will provide training, mentoring, best practices, and technical support to the customer?

- A. Technical account manager
- B. Partner Success Manager
- C. customer partner
- D. customer

**Answer: A**

2. What is the purpose of the HP SaaS Partner Delivery Handbook?

- A. It is part of the sales collateral to aid in selling the service.
- B. It is a document to aid in planning.
- C. It is a customer-facing document to aid in getting support from HP SaaS.
- D. It is a service delivery guide for the Partner Customer Success Manager.

**Answer: D**

3. According to the ALM Partner Handbook, what is the prerequisite step for Software Packs and Patches before they are deployed to production?

- A. HP RnD provides testing benchmark results before they are approved for production.
- B. All HP GA service packs and unit patches undergo HP SaaS RND QA testing before they are approved for release on HP SaaS servers.
- C. All Service Packs and Patches are tested by GSD before they are approved for production deployment.
- D. All software updates must follow the ITIL CMS process.

**Answer: B**

4. What are project creation, user management, authentication policy, and role management examples of?

- A. SOC responsibility
- B. PSM responsibility
- C. Customer partner responsibility
- D. Customer responsibility

**Answer: D**

5. You open a severity critical issue and have been working with an SOC engineer to solve the problem. The time to resolve exceeds the SLO defined in the support datasheet, and you believe you are not making progress. You feel you need to escalate further.

According to the ALM Partner Handbook, what is the protocol?

- A. Send an email to SaaS Support with the subject line: 911.
- B. Call the SOC and ask to speak to the lead manager on duty.
- C. Contact the sales representative to help you resolve the issue.
- D. Contact your Partner Success Manager as your first management escalation point.

**Answer: D**

# Trying our product !

- ★ **100%** Guaranteed Success
- ★ **100%** Money Back Guarantee
- ★ **365 Days** Free Update
- ★ **Instant Download** After Purchase
- ★ **24x7** Customer Support
- ★ Average **99.9%** Success Rate
- ★ More than **69,000** Satisfied Customers Worldwide
- ★ Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

## Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p><b>One Year Free Update</b> Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p><b>Money Back Guarantee</b> To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p><b>Security &amp; Privacy</b> We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information &amp; peace of mind.</p>
---	---	--

## Guarantee & Policy | Privacy & Policy | Terms & Conditions

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © 2004-2014, All Rights Reserved.