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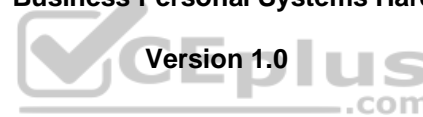
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HP2-H88

Selling HP Business Personal Systems Hardware 2019



## Exam A

### QUESTION 1

How should you address customer concerns relative to price?

- A. by lowering the price with very little margin just secure the deal
- B. by explaining that HP has the most secure PCs on the planet, which warrants the higher price
- C. by focusing on key areas that show business value and highlight how the HP solution offerings offer best-in-class pricing for the value they deliver
- D. by telling them their competitor has just bought some and they don't want to be left behind

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/us/en/hp-information/environment/productsandsolutions.html>

### QUESTION 2

Your customer shares with you that their previous devices were unable to handle demanding software, such as Autodesk® 3D Max®.

Which HP series should you offer?

- A. HP Z series
- B. HP Pro series
- C. HP Elite series
- D. HP Business series

**Correct Answer:** A

**Section:** (none)

**Explanation**



**Explanation/Reference:**

Reference: [https://www8.hp.com/hk/en/pdf/hp\\_autodesk\\_tcm\\_187\\_1531720.pdf](https://www8.hp.com/hk/en/pdf/hp_autodesk_tcm_187_1531720.pdf)

**QUESTION 3** What is true about HP Sure Click?

- A. It isolates web content in a virtual machine, where malware cannot affect other tabs, applications, or the operating system.
- B. It helps IT departments develop and maintain policies for supported web browsers.
- C. It helps IT administrators deploy and maintain security settings across a fleet of PCs.
- D. It monitors keyboard clicks and adjusts the feel of the keys so that the user has a nice experience using the keyboard on an HP EliteBook.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/getpdf.aspx/4AA7-2638ENW.pdf>

### QUESTION 4

Your manufacturing customer is looking for a solution for their creative and finance teams that optimizes flexibility (hot desking). Members of these teams already have either HP ZBook 17 G5 Mobile Workstation or HP EliteBook x360 830 G6 Notebook PC. What should you recommend to this customer?

- A. HP USB-C Mini Dock
- B. HP Thunderbolt Dock 230W G2 with combo cable
- C. HP Thunderbolt Dock 120W G2 with audio module

D. HP Ultralim Docking Station

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5** How does the experience age change the workplace as compared to the information age?  
(Choose three.)

- A. large open offices
- B. cubicle work environment
- C. smaller open offices
- D. more car parking for employees
- E. collaboration areas
- F. at-home workspace solutions
- G. fixed desks offices

**Correct Answer:** CEF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-4457EEGB.pdf>

**QUESTION 6** What is  
HP Sure Start?

- A. 3rd party built-in self-healing BIOS protection
- B. HP built-in hardware self-healing BIOS protection
- C. HP software for self-healing BIOS protection
- D. HP built-in hardware battery protection

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-4649ENA.pdf>

**QUESTION 7** What is the major security concern associated with company employees working in public areas and open offices, and how does HP address it?

- A. virus attacks, which can be lessened with HP Sure Run
- B. visual hacking, which can be prevented with HP Sure View
- C. malware attacks, which can be mitigated with HP Sure Start
- D. phishing attacks, which can be alleviated with HP Sure Click

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**



How does HP Sure Recover help customers in the case of a breach?

- A. It restores their machines quickly and securely to the latest image.
- B. It checks the network firewall and recovers the local firewall after a breach.
- C. It recovers lost programs, office files, photos, videos, and user files.
- D. It checks the device image via the Manageability Integration Kit plug-in for Microsoft® SCCM before deploying across a fleet to recover time.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-4556ENW.pdf> (4)

**QUESTION 9** Which HP series supports HP Sure Start?

- A. HP 200 series Notebook PCs
- B. HP Pro 400 series Desktop PCs
- C. HP EliteBook Notebook PCs
- D. HP Chromebook

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/us/en/pro-family/probook-470-450-440-430.html>

**QUESTION 10** What are the major differences between the experience age and the information age?

- A. The experience age is about people working together, in the same office, with better technology, to solve shared problems.
- B. The experience age is centered around the experiences people have while learning, including which school they attended and how it prepared them for future work.
- C. The experience age is about how the VR technology is changing our lives and our experiences.
- D. The experience age is centered around experiences, smart technology, and efficiency, with people working anywhere, at any time, often in shared offices or cafés.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

How much does HP Sure Sense cost?

- A. HP charges \$10 per license.
- B. There is no additional cost.
- C. HP charges up to \$5 per license, depending on volume.
- D. It is free if you register online within 30 days.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://press.ext.hp.com/us/en/press-releases/2019/hp-transforms-pc-security-with-AI-driven-hp-sure-sense.html>

**QUESTION 12**

What are some of the HP Device as a Service (HP DaaS) benefits?

- A. installation and management of servers, networking equipment, printers, and all software for your devices
- B. predictive battery usage analytics through the HP DaaS reporting tool
- C. IT asset and budget optimization
- D. advanced security policy management for all endpoint devices manufactured by HP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://store.hp.com/us/en/tech-takes/what-is-daas>

**QUESTION 13**

Which HP product has HP Sure View Gen3 as an option?

- A. HP ProOne 600 G4 AiO PC
- B. HP ProBook 400 G6 series Notebook PC
- C. HP EliteOne 800 G5 AiO PC
- D. HP Chromebook 14 G5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.thurrott.com/hardware/196696/hp-introduces-third-gen-of-hp-sure-view-with-new-elitebook-x360-830-eliteone-800-all-in-one>

**QUESTION 14** Why is the HP EliteBook 840 G5 Healthcare Edition Notebook PC a good fit for a hospital?

- A. It has the same durability as the standard HP EliteBook 840 G5 Notebook PC to withstand accidental drops or spills, but it can also be sanitized.
- B. It is ultra-lightweight and has a detachable keyboard, thus making it easy for doctors to carry around.
- C. It is white to match the hospital aesthetics and can be cleaned with bleach.
- D. It has the same collaboration standards as the standard HP EliteBook 840 G5 Notebook PC, but has extra security for patient records.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://h20195.www2.hp.com/v2/getpdf.aspx/4AA7-2103ENUC.pdf>

**QUESTION 15** What should you offer to a customer with a major pain point of IT management and device maintenance across their organizations?

- A. HP Services
- B. HP DaaS one-year pack
- C. HP Care Pack
- D. HP Support Assistant

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 16**

If you know your customer spends 40% of time at the office and is looking for a way to quickly connect to existing monitors, which accessory would be most useful to add to their HP EliteBook?

- A. HP Hot Desk Stand
- B. HP Shareboard
- C. HP Wireless Keyboard and Mouse
- D. HP Docks

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17** How does HP lead the industry with security?

- A. by forcing all users to use multi-factor authentication
- B. by enforcing policies for all users to regularly update Microsoft Windows and any security programs
- C. by providing complete security stack that includes built-in security features
- D. by adding digitally-enforced Kensington locks to all devices

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://h41369.www4.hp.com/taw/article/PR/GB/TAW\\_001952](https://h41369.www4.hp.com/taw/article/PR/GB/TAW_001952)



**QUESTION 18** What is the HP Endpoint Security Controller?

- A. It is a physically isolated and cryptographically protected hardware component.
- B. It is an HP software that holistically controls the security of the PC.
- C. It is a control board that informs Microsoft Windows how the PC is protected.
- D. It is a hardware component that proactively informs HP about security incidents.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-2796ENW.pdf> (2)

**QUESTION 19** Why is the HP Endpoint Security Controller integral to the HP security stack?

- A. It is the foundation of the HP security stack that creates the root of trust between the HP security solutions and the PC hardware.
- B. It is user-ready software that connects HP security services to the PC in a simple, intuitive way.
- C. It is another name given to the Trusted Platform Module (TPM), a dedicated microcontroller designed to secure the hardware through integrated cryptographic keys.
- D. It controls which information is sent to 3rd party security providers, including Intel and Microsoft.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-2796ENW.pdf> (2)

**QUESTION 20**

Your healthcare customer has overburdened IT staff and inadequate IT resources, but they have a growing need to migrate their devices from Microsoft Windows 7 to Windows 10. Which HP DaaS explanation is correct and relevant to this customer?

- A. HP DaaS, which is a complete solution that includes migrating from Microsoft Windows 7 to Windows 10 on all existing PCs.
- B. HP DaaS, which is a solution that combines hardware and premium same day support, proactive management, and services for every stage of the device lifecycle.
- C. HP DaaS, which provides security and additional software to monitor the health of your PC, with reduced costs as all reporting is done automatically.
- D. HP DaaS, which is a complete solution that combines hardware, support, proactive management, and services for every stage of the device lifecycle to optimize IT assets and resources.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/us/en/services/daas.html>

**QUESTION 21** Which display would be best for a hot desk solution with built-in docking support?

- A. HP USB-C Dock G5
- B. HP EliteDisplay S340c 34-inch Curved Monitor
- C. HP Thunderbolt Dock G2
- D. HP EliteDisplay E243d 23.8-inch Docking Monitor

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://cdn.cnetcontent.com/syndication/mediaserverredirect/6d59e29ab0a203d5907fa27f0477543e/original.pdf>

**QUESTION 22**

Why would a HP EliteDesk 800 G4 SFF PC with optional dust filters be the right fit for a production line?

- A. The dust filters enable the device to run quieter than any other device within the Z range.
- B. It has no fan and no moving parts to give the best reliability.
- C. It is secure and the addition of dust filters will extend the life of the machine.
- D. It has specialized loudspeaker system appropriate for a noisy production environment.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

How can you help your worldwide corporate and enterprise customers with stable, consistent images and managed lifecycle transitions?

- A. Offer a product with global series support.
- B. Offer a contract for after care.
- C. Offer a product with a Care Pack.
- D. Offer installation and recycle services.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-5400EEAP.pdf>

**QUESTION 24** How does HP meet the “everything as a service” demand of rapid urbanization?

- A. with HP STS (Smart Technologies Service)
- B. with HP CSaaS (Cloud Solutions as a Service)
- C. with HP CPaaS (Computing Power as a Service)
- D. with HP DaaS (Device as a Service)

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25** What are HP Lifecycle Services?

- A. a multi-year contract that includes proactive security and management reporting
- B. a portfolio of services centered around device security and sanitation
- C. a portfolio of services that simplify device lifecycle management
- D. a contract under which you get a new notebook every 3 years

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-3681ENW.pdf>

**QUESTION 26** Which HP DaaS plan offers advanced software analytics and application compliance report?

- A. Premium B. Standard
- C. Enhanced D. Advanced

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27** What does HP offer to customers looking to blend the virtual and physical worlds?

- A. HP Omen fanny pack
- B. HP Multi Jet Fusion 3D Printer
- C. HP Virtual Reality solutions





D. HP Z8 G4 Workstation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.itbusiness.ca/news/how-hp-will-bridge-the-digital-and-physical-worlds-with-blended-reality/54458>

**QUESTION 28** How do the enhanced and premium HP DaaS plans differ from the standard plan?

- A. They isolate web content into a virtual machine or a sandbox, where malware cannot affect other tabs, applications, or the operating system.
- B. They provide services to simplify the device lifecycle management, starting with strategic guidance, planning, and design through to deinstallation, sanitization, and recycling services.
- C. They provide non-standard SLAs and services to simplify the device end of life (EOL).
- D. They provide more analytics, enhanced hardware protection, higher levels of security, and application management.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-0368EEW.pdf>

**QUESTION 29**

Due to HP's mission to reinvent technology, which "world's first" HP inventions help businesses modernize their working environment? (Choose three.)

- A. world's first fingerprint reader
- B. world's first detachable digital pen
- C. world's first facial scanner
- D. world's first Thunderbolt dock with an audio-conferencing solution
- E. world's first bezel-less screen
- F. world's first outdoor-viewable display in a business convertible
- G. world's first detachable and tablet with an integrated privacy screen



**Correct Answer:** BDF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30** Which opening question should you ask a manufacturing customer to discover an opportunity?

- A. Do you require durable, reliable PCs that keep production running and can withstand harsh factory environments of dust and debris?
- B. What avenues are you considering to better your businesses reputation? Would you be interested in the latest and greatest devices?
- C. Did you know HP is number one in the world for selling PC and printers?
- D. Are you looking for the HP EliteBook 800/705 G6 series, which are devices powered for business and designed for life?

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**