



# ITTEST

## QUESTION & ANSWER

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**Exam : HP2-H19**

**Title : HP Client Virtualization  
Solutions – Sales**

**Version : Demo**

1.Where do the user profile, data, and applications reside in a thin client solution?

- A. on the Internet
- B. on a Solid State Drive
- C. on the client
- D. in the data center

**Answer: D**

2.How do thin clients help a customer who is facing increasing costs.?

- A. Thin client solutions eliminate the cost of licensing and reduce the time needed for patch fixes.
- B. Thin client solutions reduce the cost of desktop upgrades, software, maintenance, and support.
- C. Thin client computing allows large computing tasks to be distributed across many computers.
- D. Thin clients allow users to be responsible for administering their own updates and maintenance.

**Answer: B**

3.How does cloud computing help customers?

- A. Enables them to centralize content creation and brand management
- B. Makes management functions unnecessary (including updates and patches)
- C. Diagnoses and repairs their systems without user or IT support
- D. Eliminates the need to plan or develop solutions for peak network traffic

**Answer: D**

4.Client virtualization is ideal for which type of customer?

- A. a corporation that needs to support a large mobile user base
- B. a research firm that is building complex computational models
- C. a retail business that needs to run multimedia-rich applications
- D. a call center that needs to personalize desktop images

**Answer: C**

5.How might students benefit from the use of client virtualization in the school?

- A. Student information is secure in the data center.
- B. Students have greater access to classroom computers.
- C. Teachers are able to maintain and move computers to better meet student needs.
- D. Students are able to learn how to maintain and secure their data.

**Answer: A**

6.Your customer's business must operate non-stop with a strong disaster recovery plan. How should you position client virtualization for them?

- A. In the event of a disaster, your users can access their data from home.
- B. Thin clients can easily be moved to another facility and continue operations.
- C. The user's desktop and data can be accessed from anywhere with connectivity.
- D. Disaster recovery needs to focus on the data center; the desktops are portable.

**Answer: A**

7.Which customer challenge can be met with digital signage?

- A. displaying advertising and other messages adaptively across a network
- B. sending customers a fixed message designed for content longevity
- C. archiving user display information so it can be stored at an off-site location
- D. providing an infrastructure for delivering locally crafted messages

**Answer: A**

8. In addition to the thin client devices, which additional components comprise a thin client solution?  
(Select two.)

- A. localized boot image control
- B. network connectivity
- C. quad-core processor
- D. management software
- E. RAID configured on internal drives

**Answer: B,D**

9. Which market was identified in the training as having difficulty in managing large, dispersed IT deployments without adding IT resources?

- A. Financial Market
- B. Healthcare Market
- C. Call Center Market
- D. Outsourcing/Offshore Market

**Answer: A**

10. What should you focus on as a key issue when selling thin clients to a finance customer?

- A. support for multiple displays
- B. data security controls
- C. system performance
- D. operating system support

**Answer: B**

11. What is the purpose of an initial sales interview?

- A. to make the customer aware of HP product offerings
- B. to educate the customer about their options
- C. to demonstrate a proof of concept
- D. to assess and qualify the customer's needs

**Answer: D**

12. What are some key drivers in developing your competitive game plan to win a customer's business?  
(Select two.)

- A. Know how your customer feels about HP
- B. Know your customer's buying criteria
- C. Know who your competition is
- D. Know your customer's budget constraints
- E. Know your customer's competitive challenges

**Answer: D,E**

13.Which advantage do thin clients offer in the Healthcare industry?

- A. Large computational capabilities that support complex financial modeling
- B. Instantaneous failover capabilities that ensure maximum uptime
- C. Support for rich multimedia applications that provide real-time performance enhancements
- D. Centralization of data in the data center that satisfies regulatory and security requirements

**Answer: D**

14.You have determined the type of IT problems a customer is having. What must you determine next?

- A. which other vendors are proposing IT solutions for the customer's problems
- B. how the customer's problems are affecting their business performance
- C. which HP products you should recommend to help them solve their problems
- D. how many resources the customer can devote to solving their problems

**Answer: B**

15.Which advantage do thin clients offer for Trading Floor requirements in the financial industry?

- A. support continuous improvement by reconfiguring the environment
- B. ability to maintain key account information in local storage
- C. support for high performance multimedia applications
- D. provide support for local USB storage devices

**Answer: C**