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Topic Break Down

Topic	No. of Questions
Topic 1, Identify HP Business Personal Systems Hardware opportunities	3
Topic 2, Identify HP Business Personal Systems Hardware customer needs	15
Topic 3, Position HP Business Personal Systems Hardware solutions	56
Total	74

QUESTION NO: 1

Why would an HP EliteDesk 800 G6 SFF PC with optional dust filters be the tight fit for a production line?

A. It is secure and the addition of dust filters will extend the life of the machine.

B. It has a specialized loudspeaker system appropriate for a noisy production environment.

C. The dusk filters enable the device to run quieter than any other device within the Z range.

D. It has no fan and no moving parts to give the best reliability.

ANSWER: A

Explanation:

“It is secure and the addition of dust filters will extend the life of the machine.” is correct because a production line can expose desktop systems to airborne dust and other particulates that may accumulate around vents, fans, and internal components. Optional dust filters help reduce the amount of debris entering the chassis, supporting more consistent airflow and reducing the maintenance burden associated with cleaning a system deployed in an industrial-adjacent workspace. Maintaining airflow is important for stable thermal operation and can help preserve the usable service life of the PC.

The EliteDesk 800 G6 Small Form Factor platform also suits business deployments that require manageable, protected endpoint hardware. HP business desktops are designed for commercial environments and are supported by security capabilities intended to protect the device, firmware, and operating environment. Combining those business security capabilities with a dust-filter option addresses two practical production-line needs: safeguarding the endpoint and improving resilience in a dust-prone location. HP describes its business desktop portfolio at HP Elite Desktop PCs, and its endpoint-security approach at HP Wolf Security.

QUESTION NO: 2

What are benefits of including asset recovery services at the end of a device lifecycle? (Select three.)

A. Secure handling and sanitization of retired devices

B. Responsible reuse or recycling of eligible assets

C. Improved control of devices at end of use

D. Automatic upgrading of retired PCs to the latest operating system

E. Permanent prevention of all future data-security incidents

ANSWER: A B C

Explanation:

Asset recovery services help organizations manage retired devices in a secure and responsible manner. Proper end-of-life processes can support data sanitization, environmentally responsible reuse or recycling, and improved visibility into retired assets. These activities are important because devices may contain confidential business information even after they are removed from active use.

Including end-of-life planning in a lifecycle strategy helps customers reduce operational risk and supports sustainability objectives. Asset recovery is one of the lifecycle stages that can complement planning, deployment, management, support, and refresh activities. See HP Lifecycle Services.

QUESTION NO: 3

Which capabilities support a productive hybrid-work experience for business users? (Select three.)

A. Clear audio and video for collaboration

B. Simple connection to displays and desk peripherals

C. Protection for devices and sensitive information across locations

D. A requirement for all employees to work only from a fixed desk

E. Elimination of all endpoint-management requirements

ANSWER: A B C

Explanation:

A productive hybrid-work experience depends on reliable collaboration, flexible connectivity, and security that follows users across locations. High-quality audio and video help remote participants communicate effectively, while docking and display connectivity help users establish a productive desk environment when working from an office or shared workspace.

Security is also essential because hybrid employees may work outside the traditional corporate perimeter. HP business PCs, displays, docks, and security capabilities can be combined to support productive work at home, in the office, and on the move. See HP Hybrid Work Solutions.

QUESTION NO: 4

Which activities are included in a complete device lifecycle approach? (Select three.)

A. planning and configuring devices for deployment

B. managing and supporting devices during use

C. sanitizing and retiring devices at end of life

D. developing the customer's custom business applications

E. operating the customer's data center infrastructure

ANSWER: A B C

Explanation:

A complete device lifecycle approach extends beyond the initial hardware purchase. It can include planning and configuration before deployment, ongoing management and support while devices are in use, and responsible retirement activities when devices reach end of life. These services help customers reduce IT effort and deliver a more consistent employee device experience.

Activities such as designing custom applications or operating the customer's data center are not inherent stages of the PC device lifecycle. HP Lifecycle Services are designed to help customers manage devices through deployment, use, refresh, and retirement. See HP Lifecycle Services.

QUESTION NO: 5

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?

ANSWER: A

Explanation:

“Do you require durable, reliable PCs that keep production running and can withstand harsh factory environments of dust and debris?” is the appropriate opening question because it connects discovery directly to operational realities that are common in manufacturing. Production-floor computing must often remain available for shift-based work, machine-adjacent tasks, inventory and quality workflows, and plant communications. Asking about reliability, uptime, and exposure to dust or debris helps the customer articulate whether environmental conditions, device failures, or interruptions are affecting production. It also opens a useful consultative conversation about the required device form factor, placement, serviceability, protection, and lifecycle support rather than prematurely proposing a particular model. HP’s business PC portfolio is designed around dependable business use and provides information that helps customers evaluate devices against their work requirements. HP also publishes support and maintenance resources that reinforce the importance of operating equipment within appropriate environmental conditions. This question therefore establishes a relevant manufacturing need and creates a sound basis for matching HP hardware and services to the customer’s production environment. See HP Business Desktop PCs and HP Support.

QUESTION NO: 6

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

ANSWER: B

Explanation:

Visual hacking, which can be prevented with HP Sure View is correct because people working in public spaces, shared offices, airports, or cafés may have sensitive information exposed to nearby observers. This risk is commonly called visual hacking or shoulder surfing: someone can read data displayed on a notebook screen without needing to compromise the device or network. The exposure can include customer information, financial data, internal communications, passwords, or other confidential business material.

HP Sure View addresses this physical-visibility risk through an integrated privacy-screen capability on supported HP business notebooks. When enabled, the display’s viewing angle is narrowed so that the screen remains clear to the person positioned directly in front of it while appearing darkened or obscured from side angles. This lets mobile and office-based employees work with sensitive content more confidently where other people may be nearby, while helping organizations support privacy and data-protection practices. HP describes Sure View as an integrated privacy screen designed to protect visual information from prying eyes. See HP’s overview of HP Sure View and HP Business Solutions.

QUESTION NO: 7

How does the HP Manageability Integration Kit plug-In for Microsoft' SCCM help IT administrators?

A. It creates and maintains a robust software image for large rapid deployments.

B. It groups PCs Into physical groups based on location, so they are easy to find and manage.

C. It physically locates PCs that have gone missing, similar to "find my phone."

D. It extends SCCM with HP BIOS and firmware management, including configuration and security settings, across a fleet of PCs.

ANSWER: D

Explanation:

The HP Manageability Integration Kit plug-in extends Microsoft Endpoint Configuration Manager (formerly SCCM) with HP-specific client-management capabilities. It gives administrators a centralized way to discover and manage supported HP business PCs at scale, including HP BIOS configuration, BIOS password management, firmware updates, and security-related BIOS settings. The integration uses the existing Configuration Manager console and infrastructure, allowing IT teams to create and deploy policies or packages consistently across a fleet rather than configuring each device individually. This helps maintain standardized firmware and BIOS configurations, supports security baselines, and simplifies lifecycle administration for HP endpoints. HP documents that the kit adds features such as BIOS configuration management, HP-specific hardware inventory, driver and firmware management, and reporting to Configuration Manager. Therefore, the best description is that it extends SCCM to maintain HP firmware, BIOS configuration, and associated security settings across managed PCs. See HP's HP Manageability Integration Kit white paper and the HP Client Management Solutions page for HP's management-tool overview.