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QUESTION 1

The question, "Has this ever worked before?" is an example of which step in the problem solving process? (Choose 1)

- A. Identify possible causes of the problem.
- B. Validate the problem statement.
- C. Prioritise possible causes of the problem.
- D. Identify customer assumptions.

Correct Answer: A

QUESTION 2

What is the best description of a business case? (Choose 1) A. A shared business knowledge database.

- B. A proposal for improvements to current business processes.
- C. An analysis of help desk activities.
- D. A briefcase.

Correct Answer: B

QUESTION 3

Employees of a company arrive at work and switch on their computers at 8:00 a.m. The help desk receives an extremely high volume of inbound calls with employees complaining that they are unable to reach the file server. Who is typically assigned the problem? (Choose 1)

- A. System administrator.
- B. Knowledge engineer.
- C. Database administrator.
- D. Quality manager.

Correct Answer: A

QUESTION 4

Which three actions should be taken when implementing a change? (Choose three)

- A. Designing a change around existing staff capabilities.
- B. Testing the change in a controlled environment.



- C. Identification of potential risks.
- D. Seeking buy-in from stakeholders.

Correct Answer: BCD

QUESTION 5

Which are the two most important qualities required for effective leadership? (Choose two)

- A. the demonstration of and support for fairness.
- B. the ability to encourage accountability and ownership.
- C. the ability to exert absolute authority at all times.
- D. the avoidance of arguments within the group.

Correct Answer: AB

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