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QUESTION 1

What are three functions of an effective support organization in managing unresolved support issues? (Choose three)

- A. recording unresolved issues
- B. resolving customer issues
- C. escalating unresolved issues
- D. monitoring unresolved issues
- E. communicating the status of issues

Correct Answer: CDE

QUESTION 2

What are three reasons that companies institute security programs? (Choose three)

- A. lower costs
- B. legal mandate
- C. loss potential
- D. corporate responsibility

Correct Answer: BCD

QUESTION 3

Which factor has the greatest effect on business continuity planning?

- A. The cost of downtime to the business
- B. The location of the support center
- C. The price of implementing the plan
- D. The return on investment (ROI)

Correct Answer: A

QUESTION 4

What are two benefits of external outsourcing?

- A. It improves teamwork



- B. It frees up space and equipment for internal growth.
- C. It allows rapid improvement in support quality without impacting the customers being supported
- D. It allows management to focus on the quality of the service provided rather than on the processes for delivering the service

Correct Answer: BD

QUESTION 5

What is a best practice when taking action that will affect other departments or teams?

- A. Give serious consideration to what people will think of you if your ideas do not work.
- B. Hold discussions with other managers to identify the possible effects of your actions.
- C. Implement your ideas as soon as you have decided on the best course of action.
- D. Make a presentation to other teams letting them know what you have done.

Correct Answer: B

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