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QUESTION 1

Which of these is NOT a benefit of a structured approach to induction?

- A. Reduced time to get new staff working effectively
- B. Reduced time spent by managers in dealing with inductees
- C. Reduced risk of adopting bad habits
- D. Reduced risk of basic errors and misunderstandings

Correct Answer: B

QUESTION 2

Which of these options best describes one of the purposes of using electronic support tools?

- A. It saves the need to physically assist users to fix issues
- B. It saves the cost of a person being involved
- C. It is more user-friendly to work through issues on screen together
- D. It quickly restores users to a functioning state

Correct Answer: D

QUESTION 3

Which option best describes the expectations of the Service Desk's users?

- A. They have confidence that the Service Desk is in control of their Incident or Service Request when speaking to a senior team member
- B. Their incident is professionally managed and they receive consistent and courteous service
- C. Their Incidents are resolved very quickly and they are periodically informed of progress
- D. They are provided with good decision data and feedback on all their Incidents

Correct Answer: B

QUESTION 4

You have been informed that a company merger is planned which will potentially increase the number of supported users by 15 percent. Why is it important for you to understand the commercial management of the Service Desk?

- A. To reduce Service Desk costs for the new business situation



- B. To determine the impact of proposed services on the IT organisation
- C. To produce regular progress reports on the results of the integration
- D. To manage the professional development of the Service Desk people

Correct Answer: B

QUESTION 5

Which of these options would be a common issue to overcome when introducing self-healing tools?

- A. Some support team members are reluctant to help install the tools
- B. Some customers are resistant, depending on levels of IT maturity
- C. Some customers are over enthusiastic about adopting new tools
- D. Some users become uncommunicative and out of touch

Correct Answer: B

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