Question 1

Your manager regularly reminds the team of the importance of following the status update

process.Why is this process considered to be so important?

Options:

A- It reduces negative feedback from the IT director

B- It encourages users to call the Service Desk on a regular basis

C- It demonstrates to users that they are valued

D- It helps increase the Service Desks call volume

Answer:

C

Question 2

When is it necessary to escalate Incidents to other groups?

Options:

A- When the support model indicates that the Incident should be assigned elsewhere

B- When the user asks to speak to a specific technician

C- When the Incident has been open for longer than five minutes

D- When the SDA prioritises the Incident as high

Answer:

A

Question 3

Question Type: MultipleChoice

Informing or involving more senior levels of management to assist in an Escalation is a

definition of what?

A- Hierarchic Escalation

B- Functional Escalation

C- Major Incident Process

D- Service Level Management

Answer:

A

Question 4

Question Type: **MultipleChoice**

Which of these is NOT a valid option for sourcing?

Options:

A- Near-shoring

B- Internal-outsourcing

C- Right-sourcing

D- Cross-sourcing

Answer:

D

Question 5

Question Type: MultipleChoice

Which option would you NOT expect to find documented in a Service Catalogue?

Options:

A- Details of escalation points

B- Definitions of 1st, 2nd and 3rd level support responsibilities

C- Details of the systems supported

D- Links to appropriate support documentation

Answer:

C

Question 6

Question Type: MultipleChoice

Typically, between which two parties would an Underpinning Contract be in place?

Options:

A- The Service Desk manager and an external supplier

B- The Service Desk and a technical resolver group

C- The IT organisation and a business department

D- The IT organisation and an external supplier

Answer:

D

Question 7

Your department has recently set up new SLAs with users; which of these options would you

expect to find in the document?

Options:

A- Lists of applications and hardware supported in the agreement

B- Details of how to resolve issues and conflict relating to the agreement

C- Names of specific individuals who are responsible for each IT technical area

D- Details of the Incident Management process

Answer:

B

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