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Question 1

Question Type: MultipleChoice

Which of these options best describes key components of teamwork?

Options:

- A- Working together to accomplish common goals, sharing ideas and sharing the number of calls fairly
- B- Working together to accomplish common goals, sharing ideas and sharing the glory fairly
- C- Working together to accomplish common goals, sharing ideas and sharing the workload fairly
- D- Working together to accomplish common goals, sharing ideas and sharing the blame fairly

Answer:

C

Question 2

Question Type: MultipleChoice

As a Service Desk manager, if you have a crisis situation such as a major incident how would you help to focus your staff at that time?

Options:

- A- Join in and help out with the extra workload
- B- Spend maximum time with senior management to handle the crisis
- C- Provide temporary staff to ease the pressure on the team
- D- Be present to provide clarity of direction

Answer:

D

Question 3

Question Type: MultipleChoice

Which of these options wouldT be a typical characteristic of a good leader?

Options:

- A- Making decisions, even unpopular ones
- B- Effectively delegating tasks
- C- Making inspirational and motivational speeches
- D- Having excellent communication skills

Answer:

C

Question 4

Question Type: MultipleChoice

Which of these options best describes good resource management?

Options:

- A- Giving all staff full responsibility

- B- Always having extra resources on hand
- C- Constantly stretching the team
- D- Using the right people for the work

Answer:

D

Question 5

Question Type: MultipleChoice

As a Service Desk manager you need to have good planning skills. Which of these options is a key element of the planning process?

Options:

- A- Allocation of schedules and budgets
- B- Defining your role and the Service Desks mission

C- Setting goals and objectives

D- Using SMART methodology and setting short-term objectives

Answer:

C

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