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QUESTION 1

What is the best description of multi-tasking? (Choose 1)

A. Starting tasks and handing them to subordinates to complete.

B. Delegating all responsibility along with all tasks.

C. Completing one job before starting the next one.

D. Being capable of handling a variety of problems at the same time.

Correct Answer: D

QUESTION 2

What are the three most common self-help technologies? (Choose three)

A. Fax-back systems.

B. Frequently Asked Questions.

C. Call logging systems.

D. Application online help systems.

Correct Answer: ABD

QUESTION 3

What are the two most important characteristics of successful teams? (Choose 2)

A. They have individual responsibilities to which they work exclusively.

B. There are many different personalities and skills.

C. They are given challenges to meet and are rewarded effectively.

D. They always make all decisions together.

Correct Answer: BC

QUESTION 4

What are the two most important characteristics of successful teams? (Choose 2)

A. They are given challenges to meet and are rewarded effectively.

B. They always make all decisions together.

C. They have individual responsibilities to which they work exclusively.

D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 5

What are the two most important requirements for ensuring successful change management? (Choose 2)

A. Change management authorisation and approval.

B. Meeting ISO9000 documentation standards

C. IT approved changes.

D. Administrative staff support.

E. Buy-in of affected stakeholders.

Correct Answer: AE

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