

HD0-300^{Q&As}

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QUESTION 1

What process includes performing root cause analysis?

- A. Incident management
- B. Knowledge management
- C. Problem management
- D. Time management

Correct Answer: C

QUESTION 2

What is the best description of a hot continuity site?

- A. A hot continuity site is a continuity facility that has been identified but does not have any equipment installed.
- B. A hot continuity site is a facility that is immediately available to be used without disruption to the customer.
- C. A hot continuity site is required in frigid climates if equipment is sensitive to cold.
- D. A hot continuity site is a secondary location where a quick transfer can occur with minimal disruption to the customer.

Correct Answer: B

QUESTION 3

What is a best practice for ensuring that you are continuously learning?

- A. Create an individual development plan for yourself.
- B. Go to industry shows every month.
- C. Solicit Web site recommendations from colleagues.
- D. Swap jobs with colleagues in other departments.

Correct Answer: A

QUESTION 4

What is the benefit of outsourcing compared to insourcing?

- A. improved quality

- B. improved average speed of answer
- C. greater control of support resources
- D. lower capital cost for equipment and systems

Correct Answer: D

QUESTION 5

Which statement best describes IT configuration management?

- A. IT configuration management controls the support center's hardware.
- B. IT configuration management is a comprehensive IT library.
- C. IT configuration management is lifecycle management for IT equipment.
- D. IT configuration management restricts the improper use of software.

Correct Answer: C

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