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QUESTION 1

Which of these options best describes how the Priority of an Incident is determined?

A. A combination of urgency and business impact as defined within the SLA

B. A combination of urgency and business impact as defined by the users immediate needs

C. A combination of urgency and business impact ascertained by the SDA at the point of logging

D. A combination of urgency and business impact and the availability of IT resources

Correct Answer: A

QUESTION 2

The relationship between the Service Desk and Technical Support is poor; what action would you recommend to improve the situation?

A. Encourage the sharing of information between the two teams

B. Escalate it immediately to management

C. Live with itit happens in every organisation

D. Suggest the technical support team have some soft-skills training

Correct Answer: A

QUESTION 3

What is a typical Service Desk situation that would result in frustrated users and low levels of customer satisfaction?

A. Users experience faster than expected responses to their support calls

B. Users experience longer waits than expected before their support calls are answered

C. Users experience the routing of calls direct to specialists

D. A recent implementation of new HR policies concerning complaints

Correct Answer: B

QUESTION 4

Which these options would NOT be a responsibility of the Service Desk?

A. Representing the ITorganisation

B. Delivering first time fixes

C. Operating as a communications channel

D. Providing a reliable IT infrastructure

Correct Answer: D

QUESTION 5

Which of these options forms part of the Problem Management process?

A. A CAB meeting

B. Trend analysis

C. A Major Incident review

D. Functional Escalation

Correct Answer: B

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