

Latest Version: 6

Question: 1.

What is the key outcome of keeping commitments to users, team members and organizations?

- A. It boosts credibility, trust and customer satisfaction
- B. It boosts the teams importance and status
- C. It enhances the problem-solving capability of the team
- D. It demonstrates dedication to continued service improvement

Answer: A

Question: 2.

Which of these options is NOT an element of successful project management?

- A. Managing costs
- B. Ensuring a continual improvement focus
- C. Developing technical solutions
- D. Defining project objectives

Answer: C

Question: 3.

Which of these options is the best way in which you can use formal or informal networks to help develop your ideas?

- A. Recommend holding off-site meetings in a local pub
- B. Develop scenarios that will demonstrate how your suggestions and plans will raise every ones profiles
- C. Hold meetings with stakeholders to obtain their support for your proposals
- D. Hold meetings with your team to discuss aspects of your proposals

Answer: C

Question: 4.

You are trying to promote the Service Desk through a variety of recognised and effective channels. Which of these statements best describes a channel to use?

- A. Articles in the local newspaper and Have a Go days
- B. Open house days and distributing Service Desk fliers
- C. Distributing free pens and Service Desk induction training
- D. Induction training and team-building away days

Answer: B

Question: 5.

Which of the following statements about Problem Management is correct?

- A. The Service Desk is not responsible for Problem Management but contributes by identifying recurring Incidents
- B. The Service Desk is not responsible for Problem Management but manages Major Incident reviews
- C. The Service Desk is responsible for Problem Management and may be required to work with technical teams to diagnose Problems
- D. The Service Desk is responsible for Problem Management and uses known errors to aid fast resolution

Answer: A

Question: 6.

Which of these options is a primary objective of the Service Asset and Configuration Management process?

- A. To record the ownership of every item of hardware and software in the asset base
- B. To ensure that IT services, assets, resources and processes are properly managed and maintained
- C. To clearly identify the business dependencies of each inventory item
- D. To map assets into a clear network infrastructure diagram

Answer: B

Question: 7.

Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

- A. To eliminate single points of contact for services

- B. To eliminate single points of failure for services
- C. To remove critical resources for services
- D. To remove long term workarounds for services

Answer: B

Question: 8.

Which of these options would be a typical feature of an On-going survey?

- A. It is carried out on a six monthly cycle
- B. It is executed as soon as possible after a call is closed
- C. It is conducted with a minimum of 10 questions to be comprehensive
- D. It is designed to show longer term trends in customer satisfaction

Answer: B

Question: 9.

Which of these options best describes the value of adopting a resource-planning model?

- A. It helps even out the handling of calls across the day or shift
- B. It quantifies the staffing required to meet SLA and business needs
- C. It provides a sound recruitment base for consistent staffing
- D. It boosts staff retention

Answer: B

Question: 10.

What is the value of telephone support in a Service Desk?

- A. First contact resolution
- B. Increased turnaround times
- C. Reduced abandon rate
- D. Skills-based routing

Answer: A

Question: 11.

Performing a skills gap analysis and identifying appropriate salary levels are preparatory requirements for what?

- A. Service Desk recruitment
- B. Service Catalogue definition
- C. Service Level Agreement negotiation
- D. Skills Matrix creation

Answer: A

Question: 12.

Which of these options would be a management activity in directing, controlling and co-ordinating activities?

- A. Providing guidance to staff when needed
- B. Providing an efficient ergonomic office environment
- C. Developing and documenting staff management procedures
- D. Developing and implementing an effective IT platform

Answer: A

Question: 13.

Which of these options is NOT likely to be a role of the Service Desk?

- A. To balance support expenses to keep IT support performing at the optimum levels of quality and cost effectiveness
- B. To integrate support goals with business goals
- C. To provide individual and personal IT support to each business user
- D. To report on service breaches and their reasons

Answer: C

Question: 14.

You are explaining the role of the Service Desk to your new analysts. Which of these options best describes one of the key requirements?

- A. The Service Desks role is to provide a high-quality service promptly and consistently
- B. The Service Desks role is to resolve users Problems and record all Change Requests

- C. The Service Desks role is to initiate other support teams into the Standard Operating Procedures of the Service Desk
- D. The Service Desks role is to act as a single point of contact for all organisational enquiries

Answer: A

Question: 15.

Which of these options is NOT a responsibility of the Service Desk?

- A. Developing and implementing Service Desk goals that integrate with business objectives
- B. Representing the IT organisation to its users
- C. Maintaining the highest level of productive IT time for users in accordance with the SLA
- D. Providing the user with root cause analysis for Incidents resolved at first level

Answer: D

Question: 16.

Which option is a clear objective of having a Service Desk mission statement?

- A. To inform staff to follow procedures
- B. To get IT resolver groups working to clear OLAs
- C. To show IT management how the Service Desk is structured
- D. To obtain commitment and buy-in to the Service Desk

Answer: D

Question: 17.

Which statement best describes some of the characteristics of a successful Service Desk?

- A. Measurements are published when the KPIs have been met or exceeded: Service Improvement Programmes are discussed
- B. Satisfaction surveys for both staff and customers are considered superfluous: resource management is reviewed annually
- C. Leadership practices ensure that future direction is clearly laid out: policies are documented, regularly reviewed and monitored
- D. Benchmarking is pencilled in for the next financial cycle: Continual Service Improvement will be discussed at that time

Answer: C

Question: 18.

Which of these options most closely represents the overall mission of the Service Desk?

- A. to promote the use of self-help tools and drive down support costs
- B. to provide high-quality and consistent user and technical support
- C. to continually improve the quality of IT services
- D. to present the best possible public image to customers and users

Answer: B

Question: 19.

Typically, what might a vision statement identify for the Service Desk?

- A. Short-term goals
- B. Medium-term objectives
- C. Long-term goals
- D. Ongoing operational objectives

Answer: C

Question: 20.

What is the purpose of a Service Desk vision statement?

- A. To assist staff in achieving their dream goals in their future careers
- B. To help management see where the Service Desk is going strategically
- C. To keep the Service Desk in the forefront of user minds
- D. To ensure that all staff understand the vision and consistently work towards it

Answer: D

Question: 21.

Which of the following is a business best practice quality model?

- A. COBIT
- B. SLM
- C. ITIL
- D. Six Sigma

Answer: D

Question: 22.

Your IT director has told you that your team must follow best practice. What is a major benefit of so doing?

- A. Customers and employees will feel more satisfied with the service provided by your team
- B. Senior management meetings will not dwell on the failings of your team
- C. The speed of resolution becomes the sole focus of everyones attention
- D. Team members are less likely to be involved in cross-department projects

Answer: A