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HDI quilified help desk manager(hdm)

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QUESTION 1

Which three traits should a Help Desk manager look for in Help Desk analyst candidates to assess their problem-solving abilities? (Choose three.)

- A. specialized knowledge in a discipline
- B. experience
- C. intelligence
- D. formal education

Correct Answer: ABC

QUESTION 2

Which three statements about effective inter-departmental relationships are true? (Choose three.)

- A. Information is shared among departments within your organization.
- B. You treat people in your organization as if they were your customer.
- C. Other departments are supported even when they make a mistake.
- D. Management responsibilities are shared.

Correct Answer: ABC

QUESTION 3

An analyst comes to you with several ideas on how to solve your slow network-connection problem. Your network-support team is responsible for solving this problem and is presently working on it. You decide to let the analyst fix the problem. Which three leadership practices did you use? (Choose three.)

- A. encourage participation
- B. encourage others to take initiative
- C. encourage others to be creative
- D. encourage positive perspective within teams

Correct Answer: ABC

QUESTION 4

How can you pursue continuous learning to stay current with industry standards? (Choose two.)



- A. create an individual development plan
- B. conduct monthly performance reviews
- C. volunteer for projects that require you to learn new information
- D. communicate a need for change by providing a compelling business rationale

Correct Answer: AC

QUESTION 5

Which concept refers to identifying required staffing based on projected volume?

- A. resource planning
- B. trend awareness
- C. outsourcing
- D. insourcing

Correct Answer: A

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