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QUESTION 1

Which of these options best describes Problem Management?

- A. A process to avoid Incidents being logged
- B. A process to reduce the impact of preventable Incidents
- C. A process to increase the capability of Incident Management
- D. A process to prevent Incidents from occurring

Correct Answer: D

QUESTION 2

What is the initial step in the problem solving process?

- A. Identify possible causes of the problem
- B. Search the Service Knowledge Management System (SKMS)?
- C. Identify the problem
- D. Document the problem

Correct Answer: C

QUESTION 3

Which of these options is NOT a principle of active listening?

- A. Sympathising with the user
- B. Minimising distractions
- C. Repeating for verification
- D. Listening for ideas and images

Correct Answer: A

QUESTION 4

How would you characterise a failing team?

- A. It is managed without SLAs
- B. Its members are very touchy feely



- C. Its members demonstrate low morale
- D. It is solely focussed on business objectives

Correct Answer: C

QUESTION 5

Which option can you identify as NOT being a common cause of stress?

- A. Unrealistic work schedules
- B. Insufficient rest time
- C. A hectic social life
- D. Problem Management

Correct Answer: D

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