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Service Desk Analyst Qualification

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QUESTION 1

Informing or involving more senior levels of management to assist in an Escalation is a definition of what?

- A. Hierarchic Escalation
- B. Functional Escalation
- C. Major Incident Process
- D. Service Level Management

Correct Answer: A

QUESTION 2

Which option best describes a key component of an effective IT Service Continuity Management plan?

- A. How to manage multiple points of concern
- B. InformationTechnologys decisions concerning which users are most important
- C. Single point of failure identification and elimination
- D. Identification of possible venues for the Service Desk

Correct Answer: C

QUESTION 3

Which option is the most common issue when integrating CTI with Incident Management?

- A. Poor project management resulting in higher costs
- B. The screen pop functionality does not behave as expected
- C. Lengthy implementation timescales due to inadequate project resources
- D. Lack of availability of accurate user data

Correct Answer: D

QUESTION 4

To improve your telephone communications skills, which of these skills should you concentrate on developing?

- A. Your ability to read personality types
- B. Your facial gestures when talking



C. Your listening capability

D. Your technical comprehension

Correct Answer: C

QUESTION 5

We should maintain a positive service attitude at all times; which option is the best reason for doing so?

A. A good service attitude will improve SLA performance

B. Users will see the Service Desk as cheerful happy people

C. It will help to build confidence in the service

D. A bad attitude means that SLAs won't be met

Correct Answer: C

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