Question 1

Question Type: MultipleChoice

Why is Incident monitoring a valuable Service Desk activity?

Options:

A- It can help to avoid SLA breaches

B- It can support the delivery of useful metrics

C- It can facilitate knowledge creation

D- It can help to improve error control

Answer:

A

Question 2

Question Type: MultipleChoice

Which of these options best describes a benefit of benchmarking?

Options:

A- It facilitates the Service Desk recruitment process

B- It facilitates the creation of Service Desk teams

C- It facilitates the creation of Service Desk disciplinary processes

D- It facilitates Service Desk best practices

Answer:

D

Question 3

Question Type: **MultipleChoice**

What are two common types of benchmarking?

Options:

A- Industry and panacea

B- Market-based and peer-group

C- Industry and peer-group

D- Panacea and market-based

Answer:

C

Question 4

Question Type: **MultipleChoice**

Which of these definitions best describes the value of benchmarking in a Service Desk environment?

Options:

A- To provide meaningful and readily implemented improvement recommendations

B- To see how successful the Service Desk is compared to others

C- To achieve industry leading status for the Service Desk

D- To demonstrate the Service Desks value to management

Answer:

A

Question 5

Question Type: MultipleChoice

Which of these options would you regard as a common Quality Assurance practice?

Options:

A- A monthly visit to all customer locations

B- A one-off mystery shopping exercise

C- A review of service usage statistics

D- A focus group meeting

Answer:

D

Question 6

Question Type: MultipleChoice

What might be one purpose of a QA programme?

Options:

A- To address service management process issues

B- To address service performance that ist meeting expectations

C- To address technical service delivery issues

D- To address internal cultural issues

Answer:

B

Question 7

Which type of survey would you use to evaluate the success of your recent implementation of

self-logging for users?

Options:

A- A one-off survey

B- A periodic survey

C- A performance survey

D- An event survey

Answer:

A