



HD0-200^{Q&As}

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QUESTION 1

What are the two most important requirements for ensuring successful change management? (Choose 2)

- A. Change management authorisation and approval.
- B. Meeting ISO9000 documentation standards
- C. IT approved changes.
- D. Administrative staff support.
- E. Buy-in of affected stakeholders.

Correct Answer: AE

QUESTION 2

What is the key benefit of root cause analysis? (Choose 1)

- A. Calls for specific types of problem can be reduced or eliminated.
- B. Better knowledge management procedures.
- C. Cost and expense can be justified.
- D. The cost per problem is reduced.

Correct Answer: A

QUESTION 3

Which are two characteristics of active listeners? (Choose two)

- A. They restate/paraphrase to ensure understanding.
- B. They know the process for escalating a problem.
- C. They acknowledge the customer.
- D. They understand that evidence and reasoning are critical.

Correct Answer: AC

QUESTION 4

A help desk analyst is on the phone with a customer and does not know the solution for the problem. What is the best technique for them to use to disengage from the call? (Choose 1)



- A. Allow me to check this further, I will call you at 10:00 with an update.
- B. I have the information. I will get back to you as soon as possible.
- C. Permit me to check with some other members of my team, I will get back to you as soon as I review this with them.
- D. Let me research this, I will call you back as soon as I have a resolution.

Correct Answer: A

QUESTION 5

What are two commonly used problem identification methods for extracting information from customers? (Choose 2)

- A. Unstructured information gathering.
- B. Structured information gathering.
- C. Logical analysis.
- D. Root cause discussions.

Correct Answer: AB

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