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QUESTION 1

You think one of your help desk analysts is suffering from stress. Which two physical signs best indicate the analyst is experiencing stress? (Choose two)

A. They have a pallid complexion.

B. They have a new wardrobe of clothes.

C. They often seem short of breath.

D. They bite their fingernails.

E. They seem tense and often have white knuckles.

Correct Answer: CE

QUESTION 2

What is a principle of structured information gathering? (Choose 1)

A. Asking questions in a practiced manner.

B. Asking questions in a predetermined sequence.

C. Asking questions using a logical, methodical approach.

D. Asking questions in a free-form manner.

Correct Answer: B

QUESTION 3

The question, "Has this ever worked before?" is an example of which step in the problem solving process? (Choose 1)

A. Identify possible causes of the problem.

B. Validate the problem statement.

C. Prioritise possible causes of the problem.

D. Identify customer assumptions.

Correct Answer: A

QUESTION 4

Which two business needs must be considered when allocating priorities? (Choose two)

A. Service level agreement commitments.

B. The customers status.

C. The impact on the business.

D. The customers location.

Correct Answer: AC

QUESTION 5

Employees of a company arrive at work and switch on their computers at 8:00 a.m. The help desk receives an extremely high volume of inbound calls with employees complaining that they are unable to reach the file server. Who is typically assigned the problem? (Choose 1)

A. System administrator.

B. Knowledge engineer.

C. Database administrator.

D. Quality manager.

Correct Answer: A

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