

## Latest Version: 6

### Question: 1

Your manager has told you that the Service Desk team must provide excellent customer service at all times. As an SDA, what is the most important thing you must do to ensure that this happens?

- A. Always show plenty of sympathy to the users
- B. Always follow the procedures you understand best
- C. Always reprimand colleagues who fail to deliver service excellence
- D. Always listen to what users tell you

**Answer: D**

### Question: 2

Some things can get in the way of good communication which of these options has the biggest impact on a Service Desk?

- A. Noise and general chatter
- B. Inappropriate SLAs in place
- C. An unreliable IT infrastructure
- D. The users status in the organisation

**Answer: A**

### Question: 3

Which option is the best example of a closed question?

- A. What are the symptoms of your Incident?
- B. Tell me what you were doing immediately prior to the Incident?
- C. What version of the software do you have?
- D. How can I be of help?

**Answer: C**

### Question: 4

What is the best type of questioning to use to disengage a caller whilst ensuring a professional approach to call management?

- A. Reflective questions
- B. Rapid questions
- C. Open questions
- D. Closed questions

**Answer: D**

### Question: 5

Which of these options is NOT part of the correct procedure for putting a user on hold?

- A. Asking the user for permission to remotely access their system
- B. Communicating a valid reason for putting the user on hold
- C. Giving the user a reasonable time frame
- D. Regularly updating the user about the wait-time

**Answer: A**

### Question: 6

Your organisation has recently implemented SLAs and OLAs. A new starter on your team has confided in you that they don't really understand what an OLA is; how would you explain it to him/her?

- A. It is a legally enforceable contract between a user and a supplier to ensure user satisfaction with services offered
- B. It is an ad-hoc arrangement between internal support teams that is helpful to the support of a contract
- C. It is an agreement between internal support teams that defines the support necessary to meet delivery of IT Services
- D. It is a methodology used to measure compliance to standards of behaviour

**Answer: C**

### Question: 7

Which option is a benefit of using Knowledge Management in a Service Desk?

- A. This ensures that all staff will log Incidents uniformly
- B. It removes the need for training of Service Desk staff

- C. It reduces the Incident talk time for users
- D. It reduces the overall cost of support

**Answer: D**

### Question: 8

In order to measure its efficiency, a Service Desk routinely measures First Contact Resolution performance; what else might this data be used for?

- A. To measure the effectiveness of the escalation procedure
- B. To indicate levels of customer satisfaction
- C. To measure how long users wait to speak to an SDA
- D. To evaluate and adjust staffing levels

**Answer: B**

### Question: 9

Which option best describes one of the roles of an SDA?

- A. Managing users expectations
- B. Delivering problem support
- C. Negotiating SLAs with customers
- D. Achieving reporting targets

**Answer: A**

### Question: 10

Consider your responsibilities as an SDA: which of these options best describes one of your principal responsibilities?

- A. To provide easily understood and accurate answers to users questions
- B. To provide technically detailed answers to users questions
- C. To provide users with information about the workings of the Service Desk
- D. To provide recommendations about technical courses to users

**Answer: A**

### Question: 11

A primary responsibility of the Service Desk is to

- A. Manage Major Incidents
- B. Act as the resolver for all users Incidents and Service Requests
- C. Resolve Problems
- D. Acknowledge and record all Incidents and Service Requests

**Answer: D**

### Question: 12

Which these options would NOT be a responsibility of the Service Desk?

- A. Representing the IT organisation
- B. Delivering first time fixes
- C. Operating as a communications channel
- D. Providing a reliable IT infrastructure

**Answer: D**

### Question: 13

What should an SDA reasonably expect of users when they contact the service desk for assistance?

- A. To provide valuable information regarding their opinion of the Service Desk
- B. To provide valuable information regarding their view of the SLA
- C. To provide an opportunity to receive feedback regarding their technical ability
- D. To provide the relevant information needed to resolve their incident

**Answer: D**

### Question: 14

Which of the options best describes a key responsibility of a Service Desk Manager?

- A. To deliver ad-hoc levels of service quality from the Service Desk
- B. To promote the Service Desk to the organisation and users
- C. To manage Incidents and Major Incidents

D. To develop and manage the Problem Management team

**Answer: B**

### Question: 15

If you are asked to name a Service Desk best practice, which option would be relevant?

- A. SAP
- B. KCS
- C. Problem Management
- D. itSMF

**Answer: B**