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QUESTION 1

Which of these options can be described as controlling tasks that are measurable, definable and repeatable?

- A. Company Practices
- B. Process Management
- C. ITIL Processes
- D. Service Management

Correct Answer: B

QUESTION 2

Which of these options is the best overall definition of stress?

- A. The natural reaction of an individual to extreme workloads
- B. An individuals reaction to unreasonable managerial demands
- C. The natural reaction of an individual to a users excessive service demands
- D. An individuals natural reaction to change which may have both a positive and a negative impact

Correct Answer: D

QUESTION 3

You receive a call from an important user whose language is very difficult to understand and the situation is becoming frustrating and awkward. What do you do?

- A. Keep trying to work with them to understand their issue
- B. Try and use some simple humour to lighten the situation and build rapport
- C. Drop the call and ask a manager to call back
- D. Keep the user on the line and escalate the call

Correct Answer: D

QUESTION 4

You have an irate user on the phone who wishes to escalate his/her Incident to your Manager but s/he is currently unavailable; which of these techniques would help resolve the situation?

- A. Generally using an informal approach

- B. Maintaining a consistent and professional approach
- C. Suggesting that they call back when your manager is available
- D. Using language that matches their emotions

Correct Answer: B

QUESTION 5

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

Correct Answer: A

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