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Core Solutions of Microsoft SharePoint Server 2013

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QUESTION NO: 52
You need to make a presentation to your staff. What consideration would be valuable to ensure
your success with the session?
A. Ensure that you make all the points that you think are important from the management perspective
B. Ensure the room is dark and comfortable
C. Present as much information as possible
D. Be aware of the size of the fonts
Answer: D

QUESTION NO: 53
When you are addressing a meeting, which of these options best describes a technique for engaging with the audience?
A. Make humour an intrinsic part of your presentation
B. Ask questions designed to encourage audience participation
C. Include as much detailed information as possible
D. Use animation to bring the session to life
Answer: B

QUESTION NO: 54
Which of the following options is an effective listening skill?
A. Maintain a neutral facial expression
B. Interrupt when you feel you have something important to say
C. Close your eyes to concentrate better
D. Take notes but do not write constantly
Answer: D

QUESTION NO: 55
You are about to attend what could be a difficult meeting with other IT team managers. You are
aware that you will have to negotiate skilfully to achieve a successful outcome; what is the best
skill you can employ that will help you do this?
A. Use NLP to get everyone round to thinking the way you want them to
B. Understand that everyone is unique and will have a different perspective
C. Suggest that the IT Director should be the one to make the final decision
D. Maintain your position when others contradict it
Answer: B

QUESTION NO: 56
You need to work with your suppliers to improve the costs and terms of the contract. What type of
person makes a good negotiator?
A. A problem solver
B. A quality-driven person
C. A tough, uncompromising type
D. A creative person
Answer: A

QUESTION NO: 57
If you are looking to gather further information to help resolve a users issue, which of these

options would it NOT be appropriate to use?

A. Structured questioning of users by an analyst

B. One-way information provided by a user

C. One-to-one interviews with all Service Desk staff

D. Unstructured free-form questioning by an analyst

Answer: C

QUESTION NO: 58

If you are documenting new processes and procedures, which of these options is a particularly

important outcome?

A. It is easy to understand the technical language

B. Processes and procedures are adhered to

C. The team agrees that every issue has been included

D. Calls and Incidents are handled consistently

Answer: B

QUESTION NO: 59

Your manager is concerned that the relationships between the Service Desk and some other

areas of

IT are not as good as they could be. S/he has asked you to suggest some initiatives to improve

the situation; which of the following would you suggest?

A. Recognise and publish the achievements of your staff to promote the Service Desk

B. Offer to write supporting mission statements for the other teams

C. Understand the roles and responsibilities that teams have in meeting IT services and business

objectives

D. Establish regularly scheduled meetings between key Service Desk staff and key customer

representatives

Answer: C

QUESTION NO: 60

Which of these options is a best practice to follow when you are taking actions that will affect other

departments or teams?

A. Give serious consideration to what people will think of you if your ideas do not work

B. Discuss with other managers to identify the possible effects of your actions on others

C. Implement your ideas as soon as you have decided on the best course of action

D. Make a presentation to other teams letting them know what you have done

Answer: B

QUESTION NO: 61

You are experiencing difficulties with your desktop support team who regularly blame your Service

Desk Analysts for not giving them the correct information. How best should you get them on

board?

A. Send them emails to let them know where they are going wrong

B. Build credibility with them by running regular social events
C. Improve the communication channels by listening to their views and issues
D. Highlight their inadequacies across the department through management reports
Answer: C

QUESTION NO: 62
As a Service Desk manager, which of these options would you suggest is a way for you to contribute to IT and business objectives?
A. Tell management about every Incident that occurs
B. Provide suggestions on how to improve IT services
C. Identify new business opportunities
D. Market the successes of the IT organisation
Answer: B

QUESTION NO: 63
Conducting an assessment is a necessary step in managing change and for continual improvement.
Which of these options best describes key types of assessment methods?
A. SWOT, CSA and GAP analyses
B. CSA, COBIT and GAP analyses
C. SWOT and CSA analyses and COBIT
D. GAP analysis, COBIT and ISO20000
Answer: A

QUESTION NO: 64
You have been asked to produce a model for the most cost-effective way to deliver service across
all parts of the organisation. Your manager has indicated that her preference is a right-sourcing
option.
What does this mean?
A. Services are delivered from another part of the world
B. Services are delivered on your premises by 3rd parties
C. Services are delivered externally by 3rd parties
D. Services are delivered by a mix of in-house and external options
Answer: D

QUESTION NO: 65
You've been asked to look at out-sourcing and off-shoring the Service Desk Which of these options is the most critical to your evaluation?
A. Sarbanes Oxley
B. ITIL awareness and compliance
C. The cost of management
D. Removing the need to manage people and problems
B. Provide suggestions on how to improve IT services
C. Identify new business opportunities
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Answer: B

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Answer: C
QUESTION NO: 66
Which of these options would be an advantage you could confidently highlight when
recommending outsourcing to your organization?
A. It will facilitate improved staffing flexibility
B. It will eliminate staffing problems
C. It will improve the profitability of the organization
D. It will improve service performance
Answer: A
QUESTION NO: 67
Which of these options best describes one of the recognised disadvantages of outsourcing?
A. Responsibility for day-to-day operations is lost
B. The quality of service received is reduced
C. The volume of Incidents and Service requests increases
D. Costs may be higher if the service supply chain is not adequately defined
Answer: D
QUESTION NO: 68
What is the best definition of in-sourcing?
A. Using a 3rd party to provide services previously provided by your own staff
B. Bringing a previously out-sourced service back to your organisation
C. Bringing a 3rd party onto your premises to deliver a service
D. Bringing contractors onto your premises to deliver certain services

Answer: B

QUESTION NO: 69

As part of an investigation into outsourcing, which of the following would be a major consideration
for the SLA?

A. Legal terms and covenants
B. Management policies
C. SACM details
D. Reviews and their frequency

Answer: D

QUESTION NO: 70

If you are outsourcing your support operation, which of these Service Level issues should be
considered?

A. Clarity on penalties and performance levels
B. Internal end-to-end OLAs and penalties
C. The salaries of staff to be transferred
D. The capabilities of the outsourcers ITSM system

Answer: A

QUESTION NO: 71

Which of these options is the best description of right-sourcing?

A. A number of providers in competition for out-sourced services
B. A single provider delivering all of an organizations services
C. A number of providers delivering all of an organizations services
D. A number of providers providing some of an organizations services

Answer: D

QUESTION NO: 72

Which of these options would you consider to be the most important to support right-
sourcing?

A. Appropriate premises
B. Contract staff
C. Geographic location
D. Processes and procedures

Answer: B

QUESTION NO: 73

Which of these options is a benefit of right-sourcing?

A. It enables the utilisation of effective external options
B. It enables the correct cultural mix within the workplace
C. It eliminates the culture of waste in the organisation
D. It meets team objectives by improving IT services

Answer: A

QUESTION NO: 74

Your manager has asked you to undertake a PR exercise to promote the Service Desk to the
business; which of these options would best describe your main objectives for this exercise?

A. Educating users on the value of the Service Desk and the explaining the content of the

SLA

B. Increasing the visibility of the Service Desk and clarifying user responsibilities and benefits

C. Raising user awareness of the Service Desks opening hours and providing job descriptions

D. Dictating user behaviour and improving user satisfaction

Answer: B

QUESTION NO: 75

You are in the process of developing a programme of activities to promote the Service Desk. You

believe this is a very important aspect of your role and that all promotional activities should meet

your objectives. Which of these options describes one of those objectives?

A. Managing your managers expectations

B. Managing your teams expectations

C. Managing your users expectations

D. Managing your own expectations

Answer: C

QUESTION NO: 76

You are planning a promotion campaign to raise customer awareness of the Service Desk and the

benefits it brings to the business. Which of these activities would be most effective in doing this?

A. Offer customers the opportunity to experience life on the Service Desk

B. Provide induction training and team-building away-days

C. Give all customers a stress ball with Service Desk contact details printed on it

D. Schedule your staff to floor walk at regular intervals

Answer: D

QUESTION NO: 77

Which of these options is a key component of a marketing programme?

A. Defining the message and communicating to the relevant audience

B. Identifying the key customers

C. Targeting messages to all IT

D. Communication to all stakeholders in a similar manner

Answer: A

QUESTION NO: 78

Identify a key component of a good internal communications programme

A. Feedback mechanisms to test SLAs

B. Cleverly crafted and worded documents

C. Clarity on the messages to be communicated

D. Use of promotional materials mugs, mouse mats etc.

Answer: C

QUESTION NO: 79

Which of the following options would NOT be essential in helping you to manage your stakeholders expectations?

A. Specifying individual service feedback mechanisms

B. Creating a Service Catalogue with service offerings clearly defined

C. Defining service levels that balance resources and capabilities with business requirements

D. Offering multiple channels to provide information about the Service Desk

Answer: A

QUESTION NO: 80

What steps should you take to manage the service expectations of stakeholders?

A. Use KPIs to calculate service ROI

B. Build SLAs based on IT measures

C. Build a catalogue of systems for all customers

D. Use customer surveys to identify business needs

Answer: D

QUESTION NO: 81

Which of these options is NOT an objective of IT Service Management?

A. Integration with business process

B. Increased IT infrastructure and service reliability

C. Cost reduction and resource expansion

D. Improved user experience and communication

Answer: C

QUESTION NO: 82

One of your analysts has asked you what ITIL is. Which of these options is the best explanation
you could give him/her?

A. It is worldwide best practice and offers guidance for designing, planning, delivering and managing IT Services and Support and it aligns with ISO/IEC 20000

B. It is worldwide methodology for best practice for all IT Services and Support and it aligns with
ISO 9000

C. It is worldwide methodology for guidance in design, planning and delivering IT projects and it
aligns with ISO 15000

D. It is worldwide best practice for the implementation of IT Business strategies and it aligns with
IEC/IEC 20000

Answer: A

QUESTION NO: 83

You are inducting a new starter on the Service Desk theyve read some documentation and ask
you for a good brief description of Incident Management. Which of these options best describes
one of the required outcomes of Incident Management?

A. Incident Management is a re-useable process for issue-fixing before Problem Management

B. Incident Management gets users back to work quickly with minimum impact

C. Incident Management ensures that all Problems are classified at root cause

D. Incident Management ensures a formal approach to customer support

Answer: B

QUESTION NO: 84

If you were explaining the Service Desks responsibilities in the Incident Management process,
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