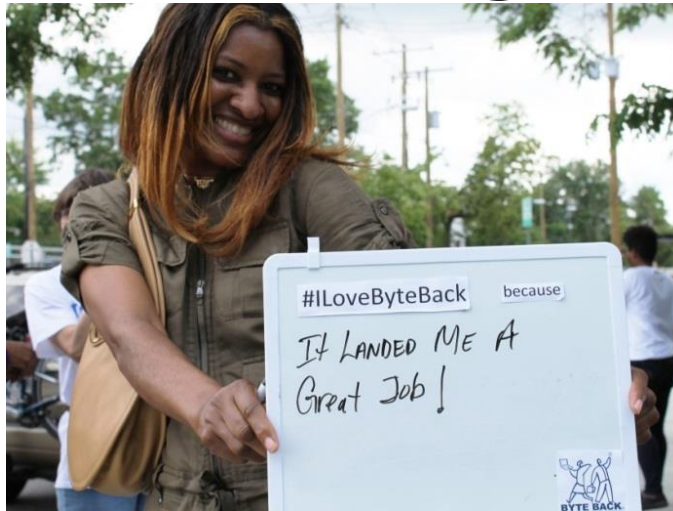# HDI Desktop Support Technician Training

Quiz 4 Review

What best describes the role of a Desktop Support Technician in the Knowledge Management Process?

- Updating all incorrect and incomplete information
- ◉ Updating incorrect and incomplete information when authorized
- Informing the author of the article when information is incorrect and incomplete
- Letting the engineer update information

Competency 5.15.5: The responsibilities of the desktop support technician in knowledge management are to:

- Use the knowledge base before seeking to solve an incident
- Fix knowledge that is incorrect or incomplete, if authorized
- Flag knowledge that is incorrect or incomplete if not authorized to fix it
- Add knowledge whenever an incident is resolved where knowledge did not exist

NOTE: If **authorized**, you **fix it**. If **not authorized**, you **flag** it!

In the knowledge base, a _____ is a findable, reusable, and structured object.

- ⊙ Knowledge Article
- Knowledge Document
- Technical Article
- Knowledge Finding

Competency 5.15.3: A knowledge article is a findable, reusable, and structured object that contains the customer's experience, the analyst findings, and the metadata about the article.

BYTE BACK.

Which of the following is a metric used in Knowledge Management to help improve support center efficiency?

- Abandons per minute
- After call work
- Average handle time
- Articles reused

NOTE: Though not reference in the competencies, articles reused is referenced on the test. This makes the most sense, as articles most often visited means the staff likely needs training in that area.

If you answered Average Handle Time, you were likely thinking of the metric used to determine call center staffing and availability.

A source of best practices for IT processes is known as:

- ITIL
- Knowledgebase
- Software Library
- Change Management

Competency 5.4.4: Sources of best practices and framework models include:

- ITIL (Information Technology Infrastructure Library)
- HDI standards and best practices
- KCS (Knowledge-Centered Support)

Incident management is mainly used to:

- Capture knowledge for reuse
- Minimize interruption times to services and users
- Update the problem management database
- Create new processes

Competency 5.6.1: The primary purpose of the Incident Management process is to restore normal service operation as quickly as possible and thus minimize the impact on business operations, thus ensuring the best possible levels of service quality and availability are maintained.

What is the primary purpose of change management?

- Identify who initiated changes
- Reduce the impact of change applied to company software and hardware
- Publicize changes to the company through analyzing data trends
- Create new processes

Competency 5.9.1: The purpose of a Change Management process is to respond to business requests (changes) in a timely and cost-effective manner. Change Management needs to ensure all changes.

Ensuring minimal impact of a company wide transition to a new software would be an example of:

- Release and Deployment Management

- Access Management

- Incident Management

- Security Management

Competency 5.11.1: The primary objectives of Release and Deployment Management are to:

- Ensure there is minimal impact to the business from releases

- Ensure technical and non-technical aspects of a release are considered

What is the main difference between incident management and problem management

- Incident management provides workaround to get people work quickly and problem management prevent further incidents from occurring
- Problem Management falls under the responsibility of the support center, while incident management does not
- Incident management is used to eliminate issue and problem management is used to define the cause
- Incident Management requires use of the Knowledgebase, while Problem Management does not

Competency 5.6.1: The primary purpose of the Incident Management process is to restore normal service operation as quickly as possible and thus minimize the impact on business operations, thus ensuring the best possible levels of service quality and availability are maintained.

Competency 5.8.1: The purpose of the Problem Management process include:
- Prevent problems and resulting disruptions from occurring
- Improve service availability by eliminating recurring incidents

Identifying and solving known errors and problems is known as:

- Incident Management
- ⊙ Problem Management
- Change Management
- Knowledge Management

Competency 5.8.1: The purpose of the Problem Management process include:

- Prevent problems and resulting disruptions from occurring
- Improve service availability by eliminating recurring incidents

The average time between the reporting of an incident and its resolution is called:

- Mean Time to Restore Service
- Customer Satisfaction
- First Contact Resolution
- Repeat Dispatch per DST

Competency 6.1.5: Mean Time to Restore Service (MTRS)-The average time it takes for a technician to respond to an escalate ticket.

- Used to determine the time frame in which incidents/requests are resolved.

NOTE: I know this is similar to average handle time, but is different because

- This is an average number
- The main measurement is on how long it takes for the issues to be resolved, rather than how long the customer waits (though those can often result in the same timeframe).

BYTE BACK

If a company's strategy was to offer fast and efficient services, the metric they would most likely focus on would be:

- Desktop Response Time
- Customer Satisfaction Level
- Employee Satisfaction Level
- Cost per Incident

NOTE: This is a critical thinking question. Only desktop response time relates to measuring speed. A lot of people answered customer satisfaction level, which I believe happened because the question was read too fast and people thought it was asking what would a result of increase service efficiency would be. So just make sure to slow down and really understand the questions.

A short, 3-6 question survey that is always given right after a incident it resolve is an example of a(n):

- ⦿ Ongoing survey
- One-time survey
- Annual Survey
- Periodic Survey

Competency 5.3.2: Ongoing surveys are-

- Completed as soon as possible after a call is closed.
- Typically short (3-6 questions) and can be completed quickly.
- Used to measure the quality of a specific incident resolution.
- Used to monitor customer satisfaction between annual surveys and measure impact of service changes to processes, products, or services.

NOTE: A way to differentiate survey types Is thinking about how often the company gives it out.

- Ongoing: All the time, such as after-call surveys, or giving a rating after using Uber.
- Periodic/Annual: Done on a schedule, such as annual employee satisfaction survey.
- One Time: Only once for a specific purposes, such as a company sending out an e-mail on requests for suggestions of their new software/hardware.

Which type of management would you employ to learn ways to reduce the time it takes for Users to resolve incidents.

- Knowledge Management
- Release and Deployment Management
- Access Management
- ITIL

Competency 5.15.4: Support centers should implement Knowledge Center Support (KCS) to:

- Improve First contact Resolution (FCR)
- Respond to and resolve issues faster
- Provide answer to reoccurring complex issues
- Provide consistent answer to repeat questions

<u>Knowledge-Centered Support is best described as:</u>

- Knowledge management best practices based on process and not technology
- Knowledge management best practices based on technology and not process
- Analysis of changes in a given item of information over a period of time
- A repository that contains information about IT deliverables, prices, contact points, ordering, and quest processes.

Competency 5.15.2: Knowledge Centered Support (KCS) is-

- Knowledge management processes based on processes and not technology.
- A principle-based methodology that is meant to capture, structure, reuse, and implement knowledge in the support delivery process.

A problem is defined as:

- A group of incidents displaying different symptoms
- A group of incidents showing similar systems
- A single incident for which a workaround is available
- An incident

Competency 5.8.2: A problem is the underlying cause of one or more incidents whose root cause is usually unknown.

NOTE: It makes since if considered: if a virus is a problem, it will likely cause similar symptoms in each computer it creates an incident for.