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QUESTION 1

What are three considerations to bear in mind when setting up a service continuity site? (Choose three)

A. Location.

B. Cost implications.

C. Storage/space capacities.

D. Computer telephony integration (CTI).

Correct Answer: ABC

QUESTION 2

What are the two most important characteristics of successful teams? (Choose 2)

A. They are given challenges to meet and are rewarded effectively.

B. They always make all decisions together.

C. They have individual responsibilities to which they work exclusively.

D. There are many different personalities and skills.

Correct Answer: AD

QUESTION 3

A help desk analyst notices multiple PCs in a department with the same application software. However the analyst knows only one copy of the software has been purchased for the department. What is the first thing the analyst should do? (Choose 1)

A. Notify their manager of the suspected violation.

B. Notify FAST (Federation Against Software Theft).

C. Notify the department that they are using illegal software.

D. Notify the software vendor\\'s local office.

Correct Answer: A

QUESTION 4

Which is a technique used in paraphrasing? (Choose 1) A. Using synonyms.

B. Using the passive voice.

C. Using complex sentence patterns.

D. Using parroting.

Correct Answer: A

QUESTION 5

What are three advantages of performing system backups? (Choose three)

A. It protects the integrity of data.

B. It saves time for the organisation.

C. It assists the organisation recover following a disaster.

D. It protects the integrity of files.

E. It provides ease of access to systems.

Correct Answer: ACD