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QUESTION 1

Contract staffing is best described by which statement?

A. Contract employees typically work for a clearly defined time frame.

B. Contract employees need more initial training than full-time employees.

C. Contract employees perform work that is not normally done by a full-time employee.

D. Contract employees work independently and are not considered part of an organizational unit.

Correct Answer: A

QUESTION 2

What should analysts do to ensure that a shared work environment is effective?

A. use discretion and courtesy

B. make the environment as comfortable as possible with pictures and colors

C. allow employees to adjust their workstations to meet their personal needs

D. play music to reduce stress levels

Correct Answer: A

QUESTION 3

What should analysts do to ensure that a shared work environment is effective?

A. use discretion and courtesy

B. make the environment as comfortable as possible with pictures and colors

C. allow employees to adjust their workstations to meet their personal needs

D. play music to reduce stress levels

Correct Answer: A

QUESTION 4

What destroys the reputation of the Help Desk and ruins the integrity of the company?

A. poor business plans

B. poor confidentiality

C. poor flexibility

D. poor problem resolution

Correct Answer: B

QUESTION 5

What should be clearly communicated to stakeholders when marketing a support center?

A. the support center\\'s staffing requirements

B. the support center\\'s implementation timelines

C. the support center\\'s infrastructure requirements

D. the support center\\'s effect on operational productivity

Correct Answer: D

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