

QUESTIONS & ANSWERS

Kill your exam at first Attempt



EMC

E20-380

Storage Management Implementation

QUESTION: 108

When an employee enters data into the Cell Tracking System, for what is the employee ultimately responsible?

- A. the quality of the data
- B. the Abandonment Rate
- C. the resolution of the problem
- D. the Average Speed of Answer

Answer: A

QUESTION: 109

Which analysis report helps a manager determine the need for additional organizational skill development?

- A. job analysis
- B. gap analysis
- C. project analysis
- D. analyst analysis

Answer: B

QUESTION: 110

Acme Brick Company is experiencing significant growth and making rapid changes to its technology. The increased number of support calls has impacted service levels. To solve the problem, management is considering outsourcing, insourcing, or contracting for staff. In which situation should management choose the "contracting for staff" option?

- A. Management believes that call volumes will remain at the current levels for the next several years.
- B. Management believes that staffing loads have peaked and that things should slow down over the next two weeks.
- C. Management is uncertain as to the support headcounts that will be needed in the months ahead, but it is certain that increase are needed now.
- D. Management believes that dealing with support organization issues is distracting its attention and ability to deliver new business applications.

Answer: C

QUESTION: 111

Which two methods are ideal for determining the expectations of key stakeholders? (Choose two)

- A. survey customers
- B. survey focus groups
- C. call other Help Desks
- D. call service providers

Answer: A, B

QUESTION: 112

Which three should be included in the professional development plans for your staff? (Choose three)

- A. a list of classes available in your corporate training center.
- B. a list of training programs that the staff member should take in the month ahead.
- C. an assessment of each member's strengths and weaknesses in comparison to those that are required for the current position
- D. an assessment of each member's strengths and weaknesses in comparison to those that are required for the next job which the staff member is seeking

Answer: B, C, D

QUESTION: 113

How can you motivate others to seek guidance?

- A. emphasize changing behaviors rather than people.
- B. Provide incentives that are challenging yet attainable
- C. Use personal visits as an opportunity for employee feedback, support, and mentoring
- D. Evaluate performance of team members and provide support to facilitate optimum performance.

Answer: C

QUESTION: 114

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two)

- A. timely call avoidance
- B. reduced resolution rates
- C. potential business growth
- D. improved employee morale

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Answer: C, D

QUESTION: 115

Service Level Agreement document the level of service provided as well as the level at which service is provided by which two parties? (Choose two)

- A. customer
- B. stake holder
- C. service provider
- D. Help Desk manager
- E. Service-level managers

Answer: A, C

QUESTION: 116

Which commonly used technology supports workflow management within a Call Management System?

- A. fax
- B. voice mail
- C. automated alerts
- D. broadcast messaging devices

Answer: C

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