

☐ MarkQuestion **23** of 26 (Exam A, Q5)

There have been multiple incidents recorded by the Service Desk. It appears that the network is congested due to multiple connections.

What kind of actions should the Service Desk analyst take in this instance?

- ☐ A. They should ask the Capacity Manager to expand the capacity of the network
- ☐ B. They should ask the Problem Manager to look into the problem right away
- ☐ C. They should ask the Security Manager to check whether too many authorizations may have been issued.
- ☐ D. They should ask the Service Level Manager to revise the Service Level Agreements (SLA) with a decreased availability target



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Gerard Blokdijk, Ivanka Menken

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