

# HD0-300<sup>Q&As</sup>

Help Desk Manager

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## QUESTION 1

Many different reports are analyzed by Help Desk managers. Which report allows managers to determine the "best practice" that their Help Desk should use, compared to the "current practice" they are using?

- A. stat reviews
- B. gap analysis
- C. analyst reviews
- D. regional trend analysis

Correct Answer: B

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## QUESTION 2

A project is planned to rollout that will add new software to the network. Call volume is not expected to change as few people will have access to the new software.

What requirements should you consider?

- A. staffing requirements
- B. historical requirements
- C. application requirements
- D. scheduling requirements

Correct Answer: C

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## QUESTION 3

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

Correct Answer: AB

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## QUESTION 4

Which concept refers to identifying required staffing based on projected volume?

- A. insourcing
- B. outsourcing
- C. trend awareness
- D. resource planning

Correct Answer: D

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## QUESTION 5

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

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