

SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these definitions best describes the value of benchmarking in a Service Desk environment?

- A. To provide meaningful and readily implemented improvement recommendations
- B. To see how successful the Service Desk is compared to others
- C. To achieve industry leading status for the Service Desk
- D. To demonstrate the Service Desks value to management

Correct Answer: A

QUESTION 2

Which of the options best describes how to constructively address individual performance issues?

- A. Discuss the solution to the problem before the causes and handle issues in a timely manner
- B. Communicate the desired outcome of the change in behaviour and be general in your discussions
- C. Handle issues in a timely manner and focus on changing the behaviour rather than the person
- D. Be general in your discussions and discuss the solution of the problem before the causes

Correct Answer: C

QUESTION 3

Which of the options best describes some primary benefits of using electronic support delivery tools in a Service Desk environment?

- A. It may restore services faster and it enables the analyst to train users how to be more self sufficient
- B. It increases first contact resolution and reduces the number of Incidents
- C. It decreases fix-time and allows users to see what analysts see
- D. It allows users to watch and learn how the analyst solves problems and reduces the volume of Incidents logged

Correct Answer: A

QUESTION 4

If you were establishing a Problem Management process in your organization, which of the following would be one of your primary objectives?

- A. To eliminate all Problems over time

- B. To prevent Incidents developing into Problems
- C. To eliminate the occurrence of all user-related Problems
- D. To minimise the impact of Incidents that cannot be prevented

Correct Answer: B

QUESTION 5

Which of these options most closely represents the overall mission of the Service Desk?

- A. to promote the use of self-help tools and drive down support costs
- B. to provide high-quality and consistent user and technical support
- C. to continually improve the quality of IT services
- D. to present the best possible public image to customers and users

Correct Answer: B

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