SD0-302$^{Q\&As}$

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

When selecting a CTI system which of these would you choose as a key benefit of CTI in a Service Desk environment?

A. Analysts will be able to produce full performance data to feed their regular appraisal/review cycle

B. Analysts will have a flexible and comprehensive call-management tool

C. Analysts will be able to instantly assess and prioritise every call

D. Analysts will have quick and dynamic access to user details without asking for them

Correct Answer: D

QUESTION 2

Which of these options is NOT a component of the Service Level Management process?

A. Service Catalogue (SC)

B. Service Improvement Programme (SIP)

C. Service Agreement Practice (SAP)

D. Service Level Requirements (SLR)

Correct Answer: C

QUESTION 3

Which of these options is NOT a benefit of the Problem Management process?

A. It improves productivity of the business and IT

B. It removes the need for SLAs

C. It reduces the time to resolve Incidents

D. It increases first contact resolutions

Correct Answer: B

QUESTION 4

Which of these would NOT be a key objective of electronic support delivery tools in a Service Desk environment?

A. It is cost effective

B. It leads to fewer escalated calls

C. It enables users to learn how to resolve certain Incidents

D. It enables second and third level support teams to be less involved with simple problems

Correct Answer: D

QUESTION 5

Which of these options is a benefit of right-sourcing?

A. It enables the utilisation of effective external options

B. It enables the correct cultural mix within the workplace

C. It eliminates the culture of waste in the organisation

D. It meets team objectives by improving IT services

Correct Answer: A

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