SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options would be an advantage you could confidently highlight when recommending outsourcing to your organization?

A. It will facilitate improved staffing flexibility

B. It will eliminate staffing problems

C. It will improve the profitability of the organization

D. It will improve service performance

Correct Answer: A

QUESTION 2

If your Service Desk is using its IT Service Management system correctly, what would you expect the outcome to be?

A. Better management meetings and feedback systems

B. Better integration and consistency of IT projects and procedures

C. Better integration and consistency of service delivery and operations

D. Better integration of call definition and reporting structures

Correct Answer: C

QUESTION 3

Why is it important to integrate business and IT objectives?

A. To ensure that IT works towards the same goals as the business

B. To ensure that the development of IT services is in line with current industry best practice

C. To give the business confidence in the IT services function

D. To allow IT to be effectively built into every business area

Correct Answer: A

QUESTION 4

Which statement most accurately reflects some of the benefits of call monitoring?

A. It provides training, mentoring and identification of service level management opportunities

B. it identifies training needs, performance needs and identification of marketing opportunities

C. It provides staff feedback, mentoring opportunities and identification of training opportunities

D. It verifies user perception, technical knowledge and training opportunities

Correct Answer: C

QUESTION 5

You believe that a happy workforce is productive, and that if people are happy they will be less likely to look for other employment. Which of these options is a method you can use for understanding the levels of satisfaction in your team?

A. Provide a counselling service at the workplace and monitor how many of your team use it

B. Have an office that is away from your team\\'s area so that they won\\'t feel you are spying on them

C. Organise regular one-to-ones with your manager to let him/her know how everyone is doing D. Observe how your team is performing on a day-to-day, week-by-week basis

Correct Answer: D

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