

## SD0-302<sup>Q&As</sup>

SDI - SERVICE DESK MANAGER QUALIFICATION

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**QUESTION 1**

Which of these options best describes one of the recognised disadvantages of outsourcing?

- A. Responsibility for day-to-day operations is lost
- B. The quality of service received is reduced
- C. The volume of Incidents and Service requests increases
- D. Costs may be higher if the service supply chain is not adequately defined

Correct Answer: D

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**QUESTION 2**

You have been working closely with your organizations Service Level Manager and s/he has asked you to prepare a presentation that can be delivered to internal IT teams on the value and benefits of having an SLM process in place. Which of these options best describes one of the benefits?

- A. Users have freedom of choice about which IT teams they will work with
- B. There are clearly defined IT procedures that are now enforceable
- C. There are clearly defined penalties for customers and providers if responsibilities are not met
- D. Specific customer needs are known, enabling IT to prioritise and plan

Correct Answer: D

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**QUESTION 3**

Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

- A. To eliminate single points of contact for services
- B. To eliminate single points of failure for services
- C. To remove critical resources for services
- D. To remove long term workarounds for services

Correct Answer: B

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**QUESTION 4**

You are about to attend what could be a difficult meeting with other IT team managers. You are aware that you will have to negotiate skilfully to achieve a successful outcome; what is the best skill you can employ that will help you do this?

- A. Use NLP to get everyone round to thinking the way you want them to
- B. Understand that everyone is unique and will have a different perspective
- C. Suggest that the IT Director should be the one to make the final decision
- D. Maintain your position when others contradict it

Correct Answer: B

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## QUESTION 5

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

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