SD0-302^Q&As

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options best describes common technologies used by the Service Desk?

A. PBX, ITIL and IVR

B. AVR, E-talk and Wikis

C. E-Mail, Blogs, SLAs

D. IM, KPIs and AVR

Correct Answer: B

QUESTION 2

As a Service Desk Manager, which option best describes one of your key obligations?

A. Writing and agreeing SLAs

B. Developing Problem Management across IT

C. Aligning Service Desk goals with those of the organisation

D. Ensuring that staff welfare takes overall priority

Correct Answer: C

QUESTION 3

How can you best demonstrate understanding of your Service Desks strategic responsibilities?

A. Understand what activities your Service Desk should undertake to support the organizations strategic plans

B. Advise senior management about your strategic management skills and experience

C. Provide detailed analyses of the Service Desks activities for the previous year

D. Provide strategic plans that detail the role of the Service Desk and how it can be utilised to manage all IT Service operations

Correct Answer: A

QUESTION 4

Which of these options best describes a benefit of benchmarking?

A. It facilitates the Service Desk recruitment process

B. It facilitates the creation of Service Desk teams

C. It facilitates the creation of Service Desk disciplinary processes

D. It facilitates Service Desk best practices

Correct Answer: D

QUESTION 5

You intend to implement some far-reaching changes to the way in which your Service Desk currently operates, but to do so you need the support of other teams within IT. Which action should you undertake to gain this support?

A. Give a presentation to the board of directors to guarantee their support

B. Make time to develop a social relationship with your manager

C. Demonstrate your understanding of any concerns others may have

D. Begin by creating a powerfully-worded vision statement

Correct Answer: C

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