

SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options can be achieved using Computer Telephony Integration (CTI)?

- A. Incident popping
- B. Screen management
- C. Call screening
- D. Screen popping

Correct Answer: D

QUESTION 2

You are explaining the benefits of desk-side support to your new-starters. Which of these options best describes one of these benefits?

- A. It gives the analyst a clearer understanding of the users situation
- B. It establishes better rapport with second-line analysts
- C. It enables the analyst to demonstrate their knowledge and skills to the user
- D. It offers opportunities to create new power-users

Correct Answer: A

QUESTION 3

If you are outsourcing your support operation, which of these Service Level issues should be considered?

- A. Clarity on penalties and performance levels
- B. Internal end-to-end OLAs and penalties
- C. The salaries of staff to be transferred
- D. The capabilities of the outsourcers ITSM system

Correct Answer: A

QUESTION 4

Enabling users to log and track the status of their own Incidents and Service Requests is the primary purpose of

- A. Incident management

B. Release and Deployment management

C. IT Self-healing

D. IT Self-service

Correct Answer: D

QUESTION 5

You are tasked with delivering a presentation to your senior management team on the topic of The New, Improved Service Desk. What is a key point to remember when preparing this presentation?

A. Senior management is always interested in IT Service Management

B. The language of the boardroom is the most appropriate way to speak

C. The use of technological terms is quite acceptable

D. The visual aids should be packed with information

Correct Answer: B

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