SD0-302 Q&As

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

In relation to Human Resource and Team Development, which option best describes the types of planning you should consider?

A. Strategic, Tactical, Service Level and Contingency

B. Strategic, Tactical, Operational and Contingency

C. Strategic, Tactical, Operational and Business Critical

D. Strategic, Tactical, Service Level and Business Critical

Correct Answer: B

QUESTION 2

If you choose to implement a formal standard rather than a best practice, which would be the best description of the difference?

A. A best practice does not need evidence to prove progress, a formal standard does

B. A formal standard may not be ITIL compliant, a best practice would be

C. A best practice demonstrates good governance, a formal standard demonstrates adherence

D. Best practice does not include ISO/IEC 20000, a formal standard includes ITIL

Correct Answer: A

QUESTION 3

If you were establishing a Problem Management process in your organization, which of the following would be one of your primary objectives?

A. To eliminate all Problems over time

B. To prevent Incidents developing into Problems

C. To eliminate the occurrence of all user-related Problems

D. To minimise the impact of Incidents that cannot be prevented

Correct Answer: B

QUESTION 4

Which of the options best describes a principal benefit of Incident Monitoring?

A. It provides quality and service assurance for users and the Service Desk

B. It reviews the Incident with the analysts to help develop user education

C. It identifies opportunities for reduction in Incident volumes

D. It allows the Service Desk to deal with situations reactively

Correct Answer: A

QUESTION 5

Which Service Desk service delivery channel identifies when an Incident has occurred and automatically initiates remedial action?

A. Self-service

B. Self-healing

C. Self-help

D. Remote support

Correct Answer: B

QUESTION 6

One of your analysts has asked you what ITIL is. Which of these options is the best explanation you could give him/her?

A. It is worldwide best practice and offers guidance for designing, planning, delivering and managing IT Services and Support and it aligns with ISO/IEC 20000

B. It is worldwide methodology for best practice for all IT Services and Support and it aligns with ISO 9000

C. It is worldwide methodology for guidance in design, planning and delivering IT projects and it aligns with ISO 15000

D. It is worldwide best practice for the implementation of IT Business strategies and it aligns with IEC/IEC 20000

Correct Answer: A

QUESTION 7

Which of these options would create a positive working environment?

A. Pay some of your team at very high salary levels

B. Ensure that staff are always given positive messages

C. Offering varying KPIs and standards to staff

D. Create a sense of belonging in the team

Correct Answer: D

QUESTION 8

Which of these options is the best description of right-sourcing?

A. A number of providers in competition for out-sourced services

B. A single provider delivering all of an organizations services

C. A number of providers delivering all of an organizations services

D. A number of providers providing some of an organizations services

Correct Answer: D

QUESTION 9

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 10

Which of these definitions best describes the value of benchmarking in a Service Desk environment?

A. To provide meaningful and readily implemented improvement recommendations

B. To see how successful the Service Desk is compared to others

C. To achieve industry leading status for the Service Desk

D. To demonstrate the Service Desks value to management

Correct Answer: A

QUESTION 11

Which type of Telephony System will provide a consistent and manageable telephone response operation?

A. Phone switch (PBX)

B. Interactive Voice Response (IVR)

C. Automated Call Distribution (ACD)

D. Computer Telephony Integration (CTI)

Correct Answer: C

QUESTION 12

Reducing the impact of disruptions to IT services on the business, improving staff utilisation and resolution times are benefits of which process?

A. Problem Management

B. Service Level Management

C. IT Service Management

D. Incident Management

Correct Answer: D

QUESTION 13

Which of these options would be a typical feature of an On-going survey?

A. It is carried out on a six monthly cycle

B. It is executed as soon as possible after a call is closed

C. It is conducted with a minimum of 10 questions to be comprehensive

D. It is designed to show longer term trends in customer satisfaction

Correct Answer: B

QUESTION 14

Which of these options best describes periodic surveys?

A. They are based on user perception of the Service Desk and IT organisation at the current point in time

B. They are used to evaluate overall satisfaction levels with the products and services provided by the Service Desk and the IT organisation

C. They identify changes to products, services, and processes that analysts feel would improve their relationship with

the IT organisation and better meet user needs

D. They are regularly planned and scheduled on an Incident by Incident basis

Correct Answer: B

QUESTION 15

As a Service Desk manager, which of these options would you suggest is a way for you to contribute to IT and business objectives?

A. Tell management about every Incident that occurs

B. Provide suggestions on how to improve IT services

C. Identify new business opportunities

D. Market the successes of the IT organisation

Correct Answer: B

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