

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

SDI - SERVICE DESK MANAGER QUALIFICATION

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**QUESTION 1**

Which of these options best describes a reactive objective of Problem Management?

- A. To minimise the impact of Incidents that cannot be prevented
- B. To prevent the occurrence of Incidents
- C. To prevent the recurrence of Incidents
- D. To determine the root cause of Incidents and initiate corrective actions

Correct Answer: A

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**QUESTION 2**

Which statement best describes some of the characteristics of a successful Service Desk?

- A. Measurements are published when the KPIs have been met or exceeded: Service Improvement Programmes are discussed
- B. Satisfaction surveys for both staff and customers are considered superfluous: resource management is reviewed annually
- C. Leadership practices ensure that future direction is clearly laid out: policies are documented, regularly reviewed and monitored
- D. Benchmarking is pencilled in for the next financial cycle: Continual Service Improvement will be discussed at that time

Correct Answer: C

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**QUESTION 3**

Which process would provide the benefit of better protection for personal and organisational data?

- A. IT Service Continuity Management
- B. Risk Management
- C. Information Security Management
- D. Release and Deployment Management

Correct Answer: C

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**QUESTION 4**

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

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## QUESTION 5

Which of these options is a step in the resource-scheduling process?

- A. Determining staffing requirements based on projected volume and service levels
- B. Setting staff schedules to fit with individual start/finish times
- C. Ensuring 24 hour shift staffing is at a standard level
- D. Providing an accurate call volume forecast for every shift and person

Correct Answer: A

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## QUESTION 6

Which of these options would you consider to be the most important to support right-sourcing?

- A. Appropriate premises
- B. Contract staff
- C. Geographic location
- D. Processes and procedures

Correct Answer: B

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## QUESTION 7

What would be an excellent way to keep your knowledge current and enhance your own personal development?

- A. Book on a management seminar at least quarterly
- B. Read management and motivation books
- C. Spend more time with the analysts on your Service Desk
- D. Take on simple projects that are easy to fit into your schedule

Correct Answer: B

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**QUESTION 8**

Which of the following options would you NOT include in your SKMS?

- A. Books such as user guides and reference manuals
- B. List of problem users
- C. Personal experience
- D. User comments and feedback

Correct Answer: B

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**QUESTION 9**

What is the purpose of a Service Desk vision statement?

- A. To assist staff in achieving their dream goals in their future careers
- B. To help management see where the Service Desk is going strategically
- C. To keep the Service Desk in the forefront of user minds
- D. To ensure that all staff understand the vision and consistently work towards it

Correct Answer: D

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**QUESTION 10**

Which of the following would typically NOT be a positive effect of stress?

- A. Staff show optimised levels of performance
- B. Staff show up on time every day and are generally happier
- C. Staff show greater levels of energy and motivation
- D. Staff productivity levels increase

Correct Answer: B

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**QUESTION 11**

Which of these options is NOT a responsibility of the Service Desk?

- A. Developing and implementing Service Desk goals that integrate with business objectives
- B. Representing the IT organisation to its users

- C. Maintaining the highest level of productive IT time for users in accordance with the SLA
- D. Providing the user with root cause analysis for Incidents resolved at first level

Correct Answer: D

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**QUESTION 12**

Which of these options best describes the benefits of using an Organisational Change Management process?

- A. It reduces risk and the cost of implementing individual Changes
- B. It removes risk and involves stakeholders in the implementation of Changes
- C. It improves the organisations performance and service delivery management Information
- D. It reduces the adverse impact of Changes and ensures that only approved Changes are implemented

Correct Answer: D

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**QUESTION 13**

Which of these options is NOT likely to be a role of the Service Desk?

- A. To balance support expenses to keep IT support performing at the optimum levels of quality and cost effectiveness
- B. To integrate support goals with business goals
- C. To provide individual and personal IT support to each business user
- D. To report on service breaches and their reasons

Correct Answer: C

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**QUESTION 14**

Which of these statements best describes characteristics of coaching?

- A. It is performance and task-related; it helps to establish goals; it identifies opportunities to achieve the goals
- B. It has specific, short-term objectives; it is performance and task related; it is strategic in nature
- C. It aims to demonstrate required behavior; it helps to measure goals; it is performance and taskrelated
- D. It is strategic in nature; it identifies opportunities to achieve goals; it aims to change behaviour

Correct Answer: A

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**QUESTION 15**

You are explaining the role of the Service Desk to your new analysts. Which of these options best describes one of the key requirements?

- A. The Service Desks role is to provide a high-quality service promptly and consistently
- B. The Service Desks role is to resolve users Problems and record all Change Requests
- C. The Service Desks role is to initiate other support teams into the Standard Operating Procedures of the Service Desk
- D. The Service Desks role is to act as a single point of contact for all organisational enquiries

Correct Answer: A

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