



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

How does the Service Desk relate to the Service Level Management process? Select the option that most closely matches its responsibility.

- A. To deliver IT services to users
- B. To encourage other IT areas to observe the requirements of the SLA and OLAs
- C. To identify new services for inclusion in existing SLAs and OLAs
- D. To create user feedback reports relating to their business area

Correct Answer: B

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#### QUESTION 2

You've been asked to look at out-sourcing and off-shoring the Service Desk Which of these options is the most critical to your evaluation?

- A. Sarbanes Oxley
- B. ITIL awareness and compliance
- C. The cost of management
- D. Removing the need to manage people and problems

Correct Answer: C

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#### QUESTION 3

Which option best identifies a way to continually keep staff developing their skills?

- A. Give everyone varied tasks each week
- B. Ensure staff have regular outside training
- C. Give all staff an equal career development budget
- D. Ensure we learn from each failure

Correct Answer: D

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#### QUESTION 4

You have been tasked to select an IT Service Management tool, which of these options is a benefit you would use to justify the expenditure?



- A. It is a competitive tool that helps to boost organisational success
- B. It is an essential to ensure that the image of the Service Desk is enhanced
- C. It ensures that the cost per Incident handled is reduced
- D. It delivers consistent metrics and reporting on service performance

Correct Answer: D

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#### QUESTION 5

Which of these options would you use to support changing business demands?

- A. Change planning
- B. Resource planning
- C. Continuity planning
- D. Contingency planning

Correct Answer: B

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