



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these would be the most valid definition of stress?

- A. Stress is an individuals natural reaction to a crisis like a family tragedy
- B. Stress is an individuals natural reaction to situations involving change
- C. Stress is an individuals natural reaction to new members joining the team
- D. Stress is an individuals natural reaction to situations of great joy or excitement

Correct Answer: B

QUESTION 2

To provide the most appropriate form of support for the user; to educate users about basic aspects of Incidents resolution; and to develop rapport between analysts and users are objectives of which service delivery channel?

- A. Self-service
- B. Remote support
- C. Self-help
- D. On-site support

Correct Answer: D

QUESTION 3

Which of these options is NOT a component of the Service Level Management process?

- A. Service Catalogue (SC)
- B. Service Improvement Programme (SIP)
- C. Service Agreement Practice (SAP)
- D. Service Level Requirements (SLR)

Correct Answer: C

QUESTION 4

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

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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