



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

Which of these options would be an appropriate channel of communication to discuss team performance?

- A. A peer-group meeting
- B. An informal discussion by the water cooler
- C. A one-on-one appraisal meeting
- D. A meeting after work in a social setting

Correct Answer: A

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#### QUESTION 2

In which ITSM process would you expect to find management/operational metrics relating to the number of identified new risks?

- A. Release and Deployment Management
- B. Service Asset and Configuration Management
- C. IT Service Continuity Management
- D. Change Management

Correct Answer: C

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#### QUESTION 3

If you are documenting new processes and procedures, which of these options is a particularly important outcome?

- A. It is easy to understand the technical language
- B. Processes and procedures are adhered to
- C. The team agrees that every issue has been included
- D. Calls and Incidents are handled consistently

Correct Answer: B

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#### QUESTION 4

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 5

What is a primary purpose of a customer satisfaction survey?

- A. To identify what service providers can provide
- B. To identify new trends in survey techniques
- C. To identify what IT feels is important
- D. To identify what users feel is important

Correct Answer: D

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