



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

When you are recruiting new members of your team, a key requirement is that they are good team players. Of these options, which best describes characteristics you would look for during your interview and selection process?

- A. Single-minded, with a flexible approach
- B. A flexible, open-minded and enthusiastic approach
- C. A strong personality with an immense array of knowledge
- D. A popular person with advice and suggestions for everyone

Correct Answer: B

QUESTION 2

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

QUESTION 3

Which of these options is a suitable technique for dealing with stress?

- A. Primal team scream
- B. A mix of work and outside activities
- C. Shouting when off the phone
- D. Sticking to agreed procedures

Correct Answer: A

QUESTION 4

Which of these options provides the best description of an objective of the SLM process?

- A. IT Services are aligned to costs and budgets



- B. IT Services are aligned to the needs of key business people
- C. IT Services are aligned to the needs of the business
- D. IT Services are aligned to the IT department's capabilities

Correct Answer: C

QUESTION 5

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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