



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of the following statements about Problem Management is correct?

- A. The Service Desk is not responsible for Problem Management but contributes by identifying recurring Incidents
- B. The Service Desk is not responsible for Problem Management but manages Major Incident reviews
- C. The Service Desk is responsible for Problem Management and may be required to work with technical teams to diagnose Problems
- D. The Service Desk is responsible for Problem Management and uses known errors to aid fast resolution

Correct Answer: A

QUESTION 2

What are two common types of benchmarking?

- A. Industry and panacea
- B. Market-based and peer-group
- C. Industry and peer-group
- D. Panacea and market-based

Correct Answer: C

QUESTION 3

Which is a benefit of telephone support in a Service Desk?

- A. Staff can identify customer's emotions as well as the facts
- B. Staff can drive customers to take specific remedial actions
- C. Customers feel that they can offload their emotions
- D. Customers can be appeased more easily

Correct Answer: A

QUESTION 4

Which of these options is a primary objective of the Service Asset and Configuration Management process?

- A. To record the ownership of every item of hardware and software in the asset base



- B. To ensure that IT services, assets, resources and processes are properly managed and maintained
- C. To clearly identify the business dependencies of each inventory item
- D. To map assets into a clear network infrastructure diagram

Correct Answer: B

QUESTION 5

What is the key outcome of keeping commitments to users, team members and organizations?

- A. It boosts credibility, trust and customer satisfaction
- B. It boosts the team's importance and status
- C. It enhances the problem-solving capability of the team
- D. It demonstrates dedication to continued service improvement

Correct Answer: A

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