



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

Which of these options best describes key components of a Service Catalogue?

- A. IT services, customer responsibilities and OLAs
- B. Critical business periods, IT services and Incident data
- C. Customer responsibilities, critical business periods and SLAs
- D. SLAs, individual KPIs and charges where appropriate

Correct Answer: C

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#### QUESTION 2

Which of the following is a Problem Management activity?

- A. Reactive support
- B. Error Control
- C. SLA analysis
- D. First contact resolution

Correct Answer: B

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#### QUESTION 3

Which of these options is NOT a Service Desk model you might consider implementing?

- A. Real-Time, Call back, Dispatch
- B. Virtual, Centralised, Decentralised
- C. Unskilled, Skilled, Expert
- D. Skilled, Insourced, Outsourced

Correct Answer: D

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#### QUESTION 4

What is the value of telephone support in a Service Desk?

- A. First contact resolution
- B. Increased turnaround times



- C. Reduced abandon rate
- D. Skills-based routing

Correct Answer: A

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#### QUESTION 5

You are part of a team tasked with managing an Organizational Change within your support environment. What should the team do to ensure this change is successful?

- A. Implement rapid amendments to the plan. (Would this work any better?)
- B. Develop a probability to reality projection plan
- C. Recognize the importance of allowing long-serving staff to determine where they will sit
- D. Have a well-constructed communications plan

Correct Answer: D

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