SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options best describes a common issue encountered when implementing IT Service Management tools?

A. Too much time is spent on tracking cultural issues to ensure success

B. There is a lack of management information

C. The choice of available tools is too wide

D. Systems can be considered as relevant only to the Service Desk

Correct Answer: D

QUESTION 2

What is the purpose of a Service Desk vision statement?

A. To assist staff in achieving their dream goals in their future careers

B. To help management see where the Service Desk is going strategically

C. To keep the Service Desk in the forefront of user minds

D. To ensure that all staff understand the vision and consistently work towards it

Correct Answer: D

QUESTION 3

Which process involves recognizing how to anticipate problems, develop contingency plans and sustain progress?

A. Incident Management

B. Problem Management

C. Issue Management

D. Risk Management

Correct Answer: D

QUESTION 4

You\\'ve been asked to look at out-sourcing and off-shoring the Service Desk Which of these options is the most critical to your evaluation?

A. Sarbanes Oxley

B. ITIL awareness and compliance

C. The cost of management

D. Removing the need to manage people and problems

Correct Answer: C

QUESTION 5

How does the Service Desk relate to the Service Level Management process? Select the option that most closely matches its responsibility.

A. To deliver IT services to users

B. To encourage other IT areas to observe the requirements of the SLA and OLAs

C. To identify new services for inclusion in existing SLAs and OLAs

D. To create user feedback reports relating to their business area

Correct Answer: B

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