



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options best describes an effective team?

- A. Empowered and productive
- B. Always busy and motivated
- C. Knowledgeable and experienced
- D. Highly controlled and driven

Correct Answer: A

QUESTION 2

Which of these options is an appropriate type of Service Desk Survey?

- A. Focus groups
- B. Service Level reporting
- C. Market research
- D. Statistical analysis

Correct Answer: A

QUESTION 3

Which of the following options would NOT be essential in helping you to manage your stakeholders expectations?

- A. Specifying individual service feedback mechanisms
- B. Creating a Service Catalogue with service offerings clearly defined
- C. Defining service levels that balance resources and capabilities with business requirements
- D. Offering multiple channels to provide information about the Service Desk

Correct Answer: A

QUESTION 4

You are in the process of developing a programme of activities to promote the Service Desk. You believe this is a very important aspect of your role and that all promotional activities should meet your objectives. Which of these options describes one of those objectives?

- A. Managing your managers expectations



- B. Managing your teams expectations
- C. Managing your users expectations
- D. Managing your own expectations

Correct Answer: C

QUESTION 5

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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