



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of the following options is an effective listening skill?

- A. Maintain a neutral facial expression
- B. Interrupt when you feel you have something important to say
- C. Close your eyes to concentrate better
- D. Take notes but do not write constantly

Correct Answer: D

QUESTION 2

What is a main Service Desk responsibility in the Incident Management Process?

- A. Managing communications with users and customers
- B. Ensuring a fast telephone response
- C. Keeping analysts productive
- D. Identifying and resolving underlying issues

Correct Answer: A

QUESTION 3

Which option best describes the expectations of the Service Desk's users?

- A. They have confidence that the Service Desk is in control of their Incident or Service Request when speaking to a senior team member
- B. Their incident is professionally managed and they receive consistent and courteous service
- C. Their Incidents are resolved very quickly and they are periodically informed of progress
- D. They are provided with good decision data and feedback on all their Incidents

Correct Answer: B

QUESTION 4

You are explaining the role of the Service Desk to your new analysts. Which of these options best describes one of the key requirements?

- A. The Service Desks role is to provide a high-quality service promptly and consistently



- B. The Service Desks role is to resolve users Problems and record all Change Requests
- C. The Service Desks role is to initiate other support teams into the Standard Operating Procedures of the Service Desk
- D. The Service Desks role is to act as a single point of contact for all organisational enquiries

Correct Answer: A

QUESTION 5

Which of these options best describes one of the purposes of using electronic support tools?

- A. It saves the need to physically assist users to fix issues
- B. It saves the cost of a person being involved
- C. It is more user-friendly to work through issues on screen together
- D. It quickly restores users to a functioning state

Correct Answer: D

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