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SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options would NOT be a typical characteristic of a good leader?

- A. Making decisions, even unpopular ones
- B. Effectively delegating tasks
- C. Making inspirational and motivational speeches
- D. Having excellent communication skills

Correct Answer: C

QUESTION 2

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 3

You run a very busy, high-pressure Service Desk and are in the process of recruiting several new analysts. Which of these options most accurately relates to a key element of the interview process?

- A. Use a relaxed and informal approach with no note-taking and few pre-prepared questions
- B. Have a clear structure for the interviews and allow the candidate to express his or her preferences for the type of questions s/he prefers to be asked
- C. Ensure that you follow your organizations recruitment process
- D. Use role-play in the interview to assess their ability to perform under pressure

Correct Answer: C

QUESTION 4

If you choose to implement a formal standard rather than a best practice, which would be the best description of the difference?



- A. A best practice does not need evidence to prove progress, a formal standard does
- B. A formal standard may not be ITIL compliant, a best practice would be
- C. A best practice demonstrates good governance, a formal standard demonstrates adherence
- D. Best practice does not include ISO/IEC 20000, a formal standard includes ITIL

Correct Answer: A

QUESTION 5

Which of these options best describes a typical friendly and supportive workplace environment?

- A. Competitiveness is demonstrated between team members
- B. It is very carefully and tightly managed
- C. It has a diverse blend of team members
- D. It has technical and highly-skilled team members

Correct Answer: C

QUESTION 6

Where would you expect to find information regarding the appropriate procedure to deal with conflict between IT service providers and customers?

- A. In Problem Management
- B. In Change Agreements
- C. In Operational Level Agreements
- D. In Service Level Agreements

Correct Answer: D

QUESTION 7

In your opinion, which of these statements best describes the Service Desks responsibilities in relation to the Risk Management process?

- A. It inputs key service requirements that would increase or decrease risk
- B. It inputs information from users on risky situations occurring in their areas
- C. It assesses risk on behalf of the IT services organisation
- D. It evaluates new services for business risk



Correct Answer: A

QUESTION 8

Which of these options does SKMS stand for?

- A. Service Knowledge Management Store
- B. Service Knowledge Management System
- C. System Knowledge Management Service
- D. System Knowledge Management Store

Correct Answer: B

QUESTION 9

Which of these options would you consider to be the most important to support right-sourcing?

- A. Appropriate premises
- B. Contract staff
- C. Geographic location
- D. Processes and procedures

Correct Answer: B

QUESTION 10

Which of the following is NOT a principal activity of Service Level Management?

- A. Identifying critical business periods and exceptions
- B. Implementing new processes
- C. Reviewing reports and performance
- D. Engaging in contract negotiation

Correct Answer: D

QUESTION 11

If you have built a successful and effective team, what would be one of the greatest benefits you would see?

- A. Staff spend time together in the pub or outside work as well



- B. Senior management notice and praise the buzz in your office
- C. The team is more motivated and there is higher morale
- D. Customer gives better feedback scores from surveys

Correct Answer: C

QUESTION 12

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 13

Which of these options is NOT an objective of IT Service Management?

- A. Integration with business process
- B. Increased IT infrastructure and service reliability
- C. Cost reduction and resource expansion
- D. Improved user experience and communication

Correct Answer: C

QUESTION 14

As sensitive personal and corporate information is frequently lost or stolen, what would be a key objective of Information Security Management?

- A. Meeting the public's need for confidence in data security
- B. Understanding the full legal implications of Information Security Management
- C. Ensuring the security of every user data access point
- D. Ensuring IT operates adequate and appropriate security controls

Correct Answer: D



QUESTION 15

If you are looking to gather further information to help resolve a users issue, which of these options would it NOT be appropriate to use?

- A. Structured questioning of users by an analyst
- B. One-way information provided by a user
- C. One-to-one interviews with all Service Desk staff
- D. Unstructured free-form questioning by an analyst

Correct Answer: C

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