



# HD0-300<sup>Q&As</sup>

Help Desk Manager

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#### QUESTION 1

What process includes performing root cause analysis?

- A. Incident management
- B. Knowledge management
- C. Problem management
- D. Time management

Correct Answer: C

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#### QUESTION 2

What is the primary benefit of having security policies in a support center?

- A. Security policies allow the support center to stay open later.
- B. Security policies ensure that customers cannot carry out illegal transactions.
- C. Security policies limit Internet access for all of the company's employees.
- D. Security policies protect the company in the event of data loss.

Correct Answer: D

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#### QUESTION 3

Service Level Agreement document the level of service provided as well as the level at which service is provided by which two parties? (Choose two)

- A. customer
- B. stake holder
- C. service provider
- D. Help Desk manager
- E. Service-level managers

Correct Answer: AC

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#### QUESTION 4

What are three characteristics of performance measurement? (Choose three)



- A. reliable
- B. realistic
- C. inflexible
- D. objective
- E. subjective

Correct Answer: ABD

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#### QUESTION 5

What are two benefits of protecting and enhancing the image of the Help Desk? (Choose two)

- A. timely call avoidance
- B. reduced resolution rates
- C. potential business growth
- D. improved employee morale

Correct Answer: CD

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