SD0-302^Q&As

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which Service Desk service delivery channel identifies when an Incident has occurred and automatically initiates remedial action?

A. Self-service

B. Self-healing

C. Self-help

D. Remote support

Correct Answer: B

QUESTION 2

As a Service Desk manager you need to have good planning skills. Which of these options is a key element of the planning process?

A. Allocation of schedules and budgets

B. Defining your role and the Service Desks mission

C. Setting goals and objectives

D. Using SMART methodology and setting short-term objectives

Correct Answer: C

QUESTION 3

Which of these options is a suitable technique for dealing with stress?

A. Primal team scream

B. A mix of work and outside activities

C. Shouting when off the phone

D. Sticking to agreed procedures

Correct Answer: A

QUESTION 4

Which of these options best describes the purpose of an SLA?

A. To ensure that supplier service targets are documented and agreed

B. To ensure that user service targets are documented and agreed

C. To ensure that revolver groups service targets are documented and agreed

D. To ensure that Service Desk KPIs are documented and agreed

Correct Answer: B

QUESTION 5

When you introduce new staff, you adopt buddying (peer mentoring) as a way of helping them get established what would be the most typical benefit of this?

A. It significantly reduces the time new staff take to be effective

B. It develops a great sense of friendship between team members

C. It helps formulate a career development plan for the new staff member

D. It shows the new staff member that you care about their role

Correct Answer: A

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