



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

Pass SDI SD0-302 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/sd0-302.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

What is the key outcome of keeping commitments to users, team members and organizations?

- A. It boosts credibility, trust and customer satisfaction
- B. It boosts the team's importance and status
- C. It enhances the problem-solving capability of the team
- D. It demonstrates dedication to continued service improvement

Correct Answer: A

QUESTION 2

Enabling users to log and track the status of their own Incidents and Service Requests is the primary purpose of

- A. Incident management
- B. Release and Deployment management
- C. IT Self-healing
- D. IT Self-service

Correct Answer: D

QUESTION 3

Which of these options would be a practical way to gain an understanding of other countries cultures?

- A. Study the religion practised in the region surrounding the country
- B. Take a course in international business or cross-cultural studies
- C. Travel to several countries in the area of the country
- D. Read travel books about the country

Correct Answer: B

QUESTION 4

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 5

What is the value of telephone support in a Service Desk?

- A. First contact resolution
- B. Increased turnaround times
- C. Reduced abandon rate
- D. Skills-based routing

Correct Answer: A

[SD0-302 PDF Dumps](#)

[SD0-302 Practice Test](#)

[SD0-302 Study Guide](#)