



SD0-302^{Q&As}

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QUESTION 1

Reducing the impact of disruptions to IT services on the business, improving staff utilisation and resolution times are benefits of which process?

- A. Problem Management
- B. Service Level Management
- C. IT Service Management
- D. Incident Management

Correct Answer: D

QUESTION 2

Which of these options is NOT a good reason for holding a team meeting?

- A. Planning purposes
- B. Disseminating information
- C. Discussing an individual's performance
- D. Identifying team performance improvement areas

Correct Answer: C

QUESTION 3

Which option is NOT a common method of professional development?

- A. E-Learning
- B. Coaching
- C. E-mentoring
- D. Computer Based Training

Correct Answer: C

QUESTION 4

To provide the most appropriate form of support for the user; to educate users about basic aspects of Incidents resolution; and to develop rapport between analysts and users are objectives of which service delivery channel?

- A. Self-service



- B. Remote support
- C. Self-help
- D. On-site support

Correct Answer: D

QUESTION 5

You need to make a presentation to your staff. What consideration would be valuable to ensure your success with the session?

- A. Ensure that you make all the points that you think are important from the management perspective
- B. Ensure the room is dark and comfortable
- C. Present as much information as possible
- D. Be aware of the size of the fonts

Correct Answer: D

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