



# SD0-302<sup>Q&As</sup>

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

Which statement most accurately describes typical key performance indicators for the Incident Management process?

- A. Major Incidents failing to meet SLA; Incidents failing to match Known Errors; Cost per Problem
- B. Total number of Incidents; total number of Service Requests; number of Incidents failing to meet the SLA
- C. First Contact Resolutions; Second Level Resolutions; Workarounds
- D. Cost per Incident; cost per Service Request; cost per Major Incident

Correct Answer: B

---

#### QUESTION 2

When you are addressing a meeting, which of these options best describes a technique for engaging with the audience?

- A. Make humour an intrinsic part of your presentation
- B. Ask questions designed to encourage audience participation
- C. Include as much detailed information as possible
- D. Use animation to bring the session to life

Correct Answer: B

---

#### QUESTION 3

Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

- A. To eliminate single points of contact for services
- B. To eliminate single points of failure for services
- C. To remove critical resources for services
- D. To remove long term workarounds for services

Correct Answer: B

---

#### QUESTION 4

The Service Desk has a strategic role to play within an organization, which of these options best describes a method you could use to ensure that you are able to develop clear, insightful strategies?

- A. Understand and communicate how the Service Desk assists the organization in meeting its team objectives



- B. Familiarize yourself with the goals and objectives of other organizations
- C. A best practice demonstrates good governance, a formal standard demonstrates adherence
- D. Network with people in other organizations and within the support industry and your communities

Correct Answer: D

---

#### QUESTION 5

Which of these definitions best describes the value of benchmarking in a Service Desk environment?

- A. To provide meaningful and readily implemented improvement recommendations
- B. To see how successful the Service Desk is compared to others
- C. To achieve industry leading status for the Service Desk
- D. To demonstrate the Service Desks value to management

Correct Answer: A

[SD0-302 VCE Dumps](#)

[SD0-302 Practice Test](#)

[SD0-302 Braindumps](#)