SD0-302^{Q&As}

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QUESTION 1

Which of these options describes a management/operational metric for Problem Management?

A. The number of RFCs submitted resulting from Problems

B. The number of urgent/emergency RFCs implemented

C. The number of successful and failed Changes

D. The top ten Incident categories

Correct Answer: A

QUESTION 2

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

QUESTION 3

What might be one purpose of a QA programme?

A. To address service management process issues

B. To address service performance that is not meeting expectations

C. To address technical service delivery issues

D. To address internal cultural issues

Correct Answer: B

QUESTION 4

Which statement most accurately reflects some of the benefits of call monitoring?

A. It provides training, mentoring and identification of service level management opportunities

B. it identifies training needs, performance needs and identification of marketing opportunities

C. It provides staff feedback, mentoring opportunities and identification of training opportunities

D. It verifies user perception, technical knowledge and training opportunities

Correct Answer: C

QUESTION 5

If you choose to implement a formal standard rather than a best practice, which would be the best description of the difference?

A. A best practice does not need evidence to prove progress, a formal standard does

B. A formal standard may not be ITIL compliant, a best practice would be

C. A best practice demonstrates good governance, a formal standard demonstrates adherence

D. Best practice does not include ISO/IEC 20000, a formal standard includes ITIL

Correct Answer: A