



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 are two common types of benchmarking?

- A. Industry and panacea
- B. Market-based and peer-group
- C. Industry and peer-group
- D. Panacea and market-based

Correct Answer: C

QUESTION 2

Which of these options is a primary objective of the Service Asset and Configuration Management process?

- A. To record the ownership of every item of hardware and software in the asset base
- B. To ensure that IT services, assets, resources and processes are properly managed and maintained
- C. To clearly identify the business dependencies of each inventory item
- D. To map assets into a clear network infrastructure diagram

Correct Answer: B

QUESTION 3

Which option best describes the Service Desks part in the Change Management process?

- A. To escalate Incidents that may be caused by Problems
- B. To escalate Changes that may be caused by Problems
- C. To escalate Changes that may be caused by Incidents
- D. To escalate Incidents that may be caused by Changes

Correct Answer: D

QUESTION 4

If you have built a successful and effective team, what would be one of the greatest benefits you would see?

- A. Staff spend time together in the pub or outside work as well
- B. Senior management notice and praise the buzz in your office



- C. The team is more motivated and there is higher morale
- D. Customer gives better feedback scores from surveys

Correct Answer: C

QUESTION 5

Which of the following options would you NOT include in your SKMS?

- A. Books such as user guides and reference manuals
- B. List of problem users
- C. Personal experience
- D. User comments and feedback

Correct Answer: B

[Latest SD0-302 Dumps](#)

[SD0-302 VCE Dumps](#)

[SD0-302 Braindumps](#)