



SD0-302^{Q&As}

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QUESTION 1

Which of these options is an appropriate type of Service Desk Survey?

- A. Focus groups
- B. Service Level reporting
- C. Market research
- D. Statistical analysis

Correct Answer: A

QUESTION 2

Which of the following is a Problem Management activity?

- A. Reactive support
- B. Error Control
- C. SLA analysis
- D. First contact resolution

Correct Answer: B

QUESTION 3

You have been working closely with your organizations Service Level Manager and s/he has asked you to prepare a presentation that can be delivered to internal IT teams on the value and benefits of having an SLM process in place. Which of these options best describes one of the benefits?

- A. Users have freedom of choice about which IT teams they will work with
- B. There are clearly defined IT procedures that are now enforceable
- C. There are clearly defined penalties for customers and providers if responsibilities are not met
- D. Specific customer needs are known, enabling IT to prioritise and plan

Correct Answer: D

QUESTION 4

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 5

Which of these options would create a positive working environment?

- A. Pay some of your team at very high salary levels
- B. Ensure that staff are always given positive messages
- C. Offering varying KPIs and standards to staff
- D. Create a sense of belonging in the team

Correct Answer: D

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