



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options is the best method of improving Service Desk performance?

- A. Using industry KPIs as targets
- B. Increasing the speed-to-answer time
- C. Using a SWOT analysis to identify improvements
- D. Focussing on the abandon rate

Correct Answer: C

QUESTION 2

What is the Service Desks involvement with the Service Asset and Configuration Management process?

- A. The SACM is the central control mechanism for Problem Management
- B. The SACM is used to support accurate Incident diagnosis
- C. The SACM can be used to help resolve Incidents quickly
- D. The Service Desk creates SACM records to assist in Problem resolution

Correct Answer: B

QUESTION 3

As a Service Desk manager, if you have a crisis situation such as a major incident how would you help to focus your staff at that time?

- A. Join in and help out with the extra workload
- B. Spend maximum time with senior management to handle the crisis
- C. Provide temporary staff to ease the pressure on the team
- D. Be present to provide clarity of direction

Correct Answer: D

QUESTION 4

How can you best demonstrate understanding of your Service Desks strategic responsibilities?

- A. Understand what activities your Service Desk should undertake to support the organizations strategic plans



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- B. Advise senior management about your strategic management skills and experience
 - C. Provide detailed analyses of the Service Desks activities for the previous year
 - D. Provide strategic plans that detail the role of the Service Desk and how it can be utilised to manage all IT Service operations

Correct Answer: A

QUESTION 5

Which of these options is NOT a principal activity of the Incident Management process?

- A. Classification
- B. Prioritisation
- C. Escalation
- D. Negotiation

Correct Answer: D

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