



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

To provide the most appropriate form of support for the user; to educate users about basic aspects of Incidents resolution; and to develop rapport between analysts and users are objectives of which service delivery channel?

- A. Self-service
- B. Remote support
- C. Self-help
- D. On-site support

Correct Answer: D

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#### QUESTION 2

Which of these options is a management metric for IT Change Management?

- A. The number of partial changes
- B. The number of unauthorised changes rejected
- C. The number of unscheduled change requests
- D. The number of rescheduled change requests

Correct Answer: D

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#### QUESTION 3

You believe that a happy workforce is productive, and that if people are happy they will be less likely to look for other employment. Which of these options is a method you can use for understanding the levels of satisfaction in your team?

- A. Provide a counselling service at the workplace and monitor how many of your team use it
- B. Have an office that is away from your team's area so that they won't feel you are spying on them
- C. Organise regular one-to-ones with your manager to let him/her know how everyone is doing
- D. Observe how your team is performing on a day-to-day, week-by-week basis

Correct Answer: D

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#### QUESTION 4

Which of these options would be one of the three major activities of a Service Desk manager?

- A. To organise regular staff meetings



- B. To organise the right technology platform to support processes
- C. To organise resources
- D. To organise regular staff appraisal sessions

Correct Answer: C

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#### QUESTION 5

Which of these options would be a practical way to gain an understanding of other countries cultures?

- A. Study the religion practised in the region surrounding the country
- B. Take a course in international business or cross-cultural studies
- C. Travel to several countries in the area of the country
- D. Read travel books about the country

Correct Answer: B

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