



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options most closely represents the overall mission of the Service Desk?

- A. to promote the use of self-help tools and drive down support costs
- B. to provide high-quality and consistent user and technical support
- C. to continually improve the quality of IT services
- D. to present the best possible public image to customers and users

Correct Answer: B

QUESTION 2

What is a main Service Desk responsibility in the Incident Management Process?

- A. Managing communications with users and customers
- B. Ensuring a fast telephone response
- C. Keeping analysts productive
- D. Identifying and resolving underlying issues

Correct Answer: A

QUESTION 3

Which one of these options would be a feature of effective management?

- A. Delivery of work as required
- B. High levels of personal care
- C. Strict adherence to processes
- D. Focus on tactical goals

Correct Answer: A

QUESTION 4

Which of these options is NOT likely to be a role of the Service Desk?

- A. To balance support expenses to keep IT support performing at the optimum levels of quality and cost effectiveness
- B. To integrate support goals with business goals



- C. To provide individual and personal IT support to each business user
- D. To report on service breaches and their reasons

Correct Answer: C

QUESTION 5

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

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