



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options best describes periodic surveys?

- A. They are based on user perception of the Service Desk and IT organisation at the current point in time
- B. They are used to evaluate overall satisfaction levels with the products and services provided by the Service Desk and the IT organisation
- C. They identify changes to products, services, and processes that analysts feel would improve their relationship with the IT organisation and better meet user needs
- D. They are regularly planned and scheduled on an Incident by Incident basis

Correct Answer: B

QUESTION 2

Which of these options is NOT an element of successful project management?

- A. Managing costs
- B. Ensuring a continual improvement focus
- C. Developing technical solutions
- D. Defining project objectives

Correct Answer: C

QUESTION 3

What is the purpose of a Service Desk vision statement?

- A. To assist staff in achieving their dream goals in their future careers
- B. To help management see where the Service Desk is going strategically
- C. To keep the Service Desk in the forefront of user minds
- D. To ensure that all staff understand the vision and consistently work towards it

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

If you were seeking to monitor the quality of your Incident Monitoring, which of these options best describes a suitable method?

- A. Matching individual Incident responses against SLA performance levels
- B. Following up calls with users and 2nd level support for every call
- C. Conducting an online review with the analyst after the Incident is closed
- D. Reviewing Incident performance across the industry for comparison

Correct Answer: C

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