

SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options is the best description of right-sourcing?

- A. A number of providers in competition for out-sourced services
- B. A single provider delivering all of an organizations services
- C. A number of providers delivering all of an organizations services
- D. A number of providers providing some of an organizations services

Correct Answer: D

QUESTION 2

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

QUESTION 3

You are in the process of developing a programme of activities to promote the Service Desk. You believe this is a very important aspect of your role and that all promotional activities should meet your objectives. Which of these options describes one of those objectives?

- A. Managing your managers expectations
- B. Managing your teams expectations
- C. Managing your users expectations
- D. Managing your own expectations

Correct Answer: C

QUESTION 4

Which of these options best describes a skill level required for desk-side support?

- A. Incident Management knowledge

- B. High levels of process development knowledge
- C. Basic level technical skills
- D. Management competency

Correct Answer: A

QUESTION 5

Which of these options is NOT a variable used to determine which support delivery methods are most appropriate?

- A. The complexity of the Incidents or Service Requests
- B. The stipulations of the SLA
- C. The effectiveness of Knowledge Management
- D. The Service Desks KPIs

Correct Answer: D

QUESTION 6

Which of these options is a characteristic of an effective mentor?

- A. An effective mentor is a successful leader in their field
- B. An effective mentor works on your personal skills and relationships
- C. An effective mentor discusses your progress and shapes development
- D. An effective mentor uses structured learning techniques for training

Correct Answer: C

QUESTION 7

Which type of survey would you use to evaluate the success of your recent implementation of selflogging for users?

- A. A one-off survey
- B. A periodic survey
- C. A performance survey
- D. An event survey

Correct Answer: A

QUESTION 8

As a Service Desk Manager, which option best describes one of your key obligations?

- A. Writing and agreeing SLAs
- B. Developing Problem Management across IT
- C. Aligning Service Desk goals with those of the organisation
- D. Ensuring that staff welfare takes overall priority

Correct Answer: C

QUESTION 9

One of your analysts has asked you what ITIL is. Which of these options is the best explanation you could give him/her?

- A. It is worldwide best practice and offers guidance for designing, planning, delivering and managing IT Services and Support and it aligns with ISO/IEC 20000
- B. It is worldwide methodology for best practice for all IT Services and Support and it aligns with ISO 9000
- C. It is worldwide methodology for guidance in design, planning and delivering IT projects and it aligns with ISO 15000
- D. It is worldwide best practice for the implementation of IT Business strategies and it aligns with IEC/IEC 20000

Correct Answer: A

QUESTION 10

Which type of Telephony System will provide a consistent and manageable telephone response operation?

- A. Phone switch (PBX)
- B. Interactive Voice Response (IVR)
- C. Automated Call Distribution (ACD)
- D. Computer Telephony Integration (CTI)

Correct Answer: C

QUESTION 11

Communicating the vision and direction to the Service Desk, and motivating and mentoring staff are characteristics that demonstrate which of these options?

- A. Management style

- B. Creativity
- C. Customer Service
- D. Leadership

Correct Answer: D

QUESTION 12

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
- 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 13

As a Service Desk manager, which of these options would you suggest is a way for you to contribute to IT and business objectives?

- A. Tell management about every Incident that occurs
- B. Provide suggestions on how to improve IT services
- C. Identify new business opportunities
- D. Market the successes of the IT organisation

Correct Answer: B

QUESTION 14

What steps should you take to manage the service expectations of stakeholders?

- A. Use KPIs to calculate service ROI
- B. Build SLAs based on IT measures
- C. Build a catalogue of systems for all customers
- D. Use customer surveys to identify business needs

Correct Answer: D

QUESTION 15

You intend to implement some far-reaching changes to the way in which your Service Desk currently operates, but to do so you need the support of other teams within IT. Which action should you undertake to gain this support?

- A. Give a presentation to the board of directors to guarantee their support
- B. Make time to develop a social relationship with your manager
- C. Demonstrate your understanding of any concerns others may have
- D. Begin by creating a powerfully-worded vision statement

Correct Answer: C

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