

SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options would you regard as a common Quality Assurance practice?

- A. A monthly visit to all customer locations
- B. A one-off mystery shopping exercise
- C. A review of service usage statistics
- D. A focus group meeting

Correct Answer: D

QUESTION 2

Which of these options is NOT a component of the Service Level Management process?

- A. Service Catalogue (SC)
- B. Service Improvement Programme (SIP)
- C. Service Agreement Practice (SAP)
- D. Service Level Requirements (SLR)

Correct Answer: C

QUESTION 3

If you were explaining the Service Desks responsibilities in the Incident Management process, which of the following options would you include?

- A. Tracking, monitoring and chasing Incident progress
- B. Continually updating management on the volume of Incidents
- C. Resolving all customer/user Problems within the SLA times
- D. Providing feedback on how well 2nd and 3rd level support are progressing outstanding Incidents

Correct Answer: A

QUESTION 4

Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

- A. To eliminate single points of contact for services

- B. To eliminate single points of failure for services
- C. To remove critical resources for services
- D. To remove long term workarounds for services

Correct Answer: B

QUESTION 5

Which is a benefit of telephone support in a Service Desk?

- A. Staff can identify customer's emotions as well as the facts
- B. Staff can drive customers to take specific remedial actions
- C. Customers feel that they can offload their emotions
- D. Customers can be appeased more easily

Correct Answer: A

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