

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

SDI - SERVICE DESK MANAGER QUALIFICATION

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**QUESTION 1**

Which of these options would be a management activity in directing, controlling and co ordinating activities?

- A. Providing guidance to staff when needed
- B. Providing an efficient ergonomic office environment
- C. Developing and documenting staff management procedures
- D. Developing and implementing an effective IT platform

Correct Answer: A

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**QUESTION 2**

You are part of a team tasked with managing an Organizational Change within your support environment. What should the team do to ensure this change is successful?

- A. Implement rapid amendments to the plan. (Would this work any better?)
- B. Develop a probability to reality projection plan
- C. Recognize the importance of allowing long-serving staff to determine where they will sit
- D. Have a well-constructed communications plan

Correct Answer: D

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**QUESTION 3**

Which of these options is a benefit of right-sourcing?

- A. It enables the utilisation of effective external options
- B. It enables the correct cultural mix within the workplace
- C. It eliminates the culture of waste in the organisation
- D. It meets team objectives by improving IT services

Correct Answer: A

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**QUESTION 4**

In which ITSM process would you expect to find management/operational metrics relating to the number of identified new risks?

- A. Release and Deployment Management

- B. Service Asset and Configuration Management
- C. IT Service Continuity Management
- D. Change Management

Correct Answer: C

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#### QUESTION 5

There are many support options available for Service Desks and their users today, the most traditional of which is telephone support. What typically is its main purpose?

- A. To provide first-line support with an escalation route to other teams as required
- B. To provide first and second-line support with all calls resolved at the Service Desk
- C. To provide users with options to speak to other teams if the Service Desk is busy
- D. To provide education to the user base on how to resolve basic issues themselves

Correct Answer: A

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