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SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of the following options would you NOT include in your SKMS?

A. Books such as user guides and reference manuals

B. List of problem users

C. Personal experience

D. User comments and feedback

Correct Answer: B

QUESTION 2

Which of these options is the most important reason for a Service Desk Manager to take regular call measurements?

A. To measure the number of contributions to the SKMS

B. To measure how the team is performing overall

C. To measure users knowledge levels

D. To measure improvements in customers knowledge

Correct Answer: B

QUESTION 3

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 4

When would you typically expect to use position profiling?

A. When working on a project team

B. When planning a technical demonstration

C. When attending a team planning meeting

D. When identifying team development needs

Correct Answer: D

QUESTION 5

Which of these options is a requirement of Release Management?

A. Service Desk involvement in the design and build process of the development lifecycle

B. Service Desk involvement in the development process so that it can provide appropriate support for new systems

C. Service Desk involvement in reviewing new system specifications

D. Service Desk involvement in reviewing project plans

Correct Answer: B

QUESTION 6

Which of these options would be a practical way to gain an understanding of other countries cultures?

A. Study the religion practised in the region surrounding the country

B. Take a course in international business or cross-cultural studies

C. Travel to several countries in the area of the country

D. Read travel books about the country

Correct Answer: B

QUESTION 7

Which statement most accurately describes typical key performance indicators for the Incident Management process?

A. Major Incidents failing to meet SLA; Incidents failing to match Known Errors; Cost per Problem

B. Total number of Incidents; total number of Service Requests; number of Incidents failing to meet the SLA

C. First Contact Resolutions; Second Level Resolutions; Workarounds

D. Cost per Incident; cost per Service Request; cost per Major Incident

Correct Answer: B

QUESTION 8

Which of these options would be a typical feature of an On-going survey?

A. It is carried out on a six monthly cycle

B. It is executed as soon as possible after a call is closed

C. It is conducted with a minimum of 10 questions to be comprehensive

D. It is designed to show longer term trends in customer satisfaction

Correct Answer: B

QUESTION 9

Which option best describes the Service Desks responsibility in, and its relationship with, the Information Security Management process?

A. It confirms identification of users and provides user statistics

B. It confirms identification of users and prevents remote access to critical systems

C. It confirms identification of users and follows all relevant IT security policies

D. It confirms identification of users and provides fast resolution to access problems

Correct Answer: C

QUESTION 10

Which of these would NOT be a good way to recognise and reward staff?

A. Highlighting individual and team contributions individually and publicly

B. Having consistent, fair and equitable recognition and reward programmes

C. Reinforcing and recognising desired behaviours in a timely manner

D. Working towards achieving the highest performance rating in the organisation every year

Correct Answer: D

QUESTION 11

Which option best describes the expectations of the Service Desk\\'s users?

A. They have confidence that the Service Desk is in control of their Incident or Service Request when speaking to a senior team member

B. Their incident is professionally managed and they receive consistent and courteous service

C. Their Incidents are resolved very quickly and they are periodically informed of progress

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D. They are provided with good decision data and feedback on all their Incidents

Correct Answer: B

QUESTION 12

Which of these options would be an appropriate channel of communication to discuss team performance?

A. A peer-group meeting

B. An informal discussion by the water cooler

C. A one-on-one appraisal meeting

D. A meeting after work in a social setting

Correct Answer: A

QUESTION 13

Which of these options is the best description of one of the purposes of self-healing tools?

A. To identify errors and correct them without human intervention

B. To prevent users from downloading or accessing illegal software

C. To correct errors once a technician has keyed in the correct data

D. To reduce headcount in IT technical support teams

Correct Answer: A

QUESTION 14

You are explaining the benefits of desk-side support to your new-starters. Which of these options best describes one of these benefits?

A. It gives the analyst a clearer understanding of the users situation

B. It establishes better rapport with second-line analysts

C. It enables the analyst to demonstrate their knowledge and skills to the user

D. It offers opportunities to create new power-users

Correct Answer: A

QUESTION 15

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Where would you expect to find information regarding the appropriate procedure to deal with conflict between IT service providers and customers?

A. In Problem Management

B. In Change Agreements

C. In Operational Level Agreements

D. In Service Level Agreements

Correct Answer: D

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