SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which one of these options would be a feature of effective management?

A. Delivery of work as required

B. High levels of personal care

C. Strict adherence to processes

D. Focus on tactical goals

Correct Answer: A

QUESTION 2

You have been asked to introduce self-service tools for your Customers, but your staff are concerned that there may be some issues, why might this be?

A. The functionality may not be available in your market-leading Service Management tool

B. Everyone in IT might not use completely professional language when logging updates

C. Its introduction may increase the volumes of telephone calls to the Service Desk

D. Its use will negatively impact service level performance

Correct Answer: B

QUESTION 3

You have recently been promoted to Service Desk Manager and you are keen to show how much you wish to succeed in this role. Which statement best describes some of the skills that will help you to succeed?

A. Excellent influencing skills, exemplary debating and creative writing skills

B. A University Degree in Computer Sciences and strong negotiating skills

C. Strong team building skills, excellent people-management and communication skills

D. Time management skills excellent technical and analytical skills

Correct Answer: C

QUESTION 4

Which of these options is a suitable technique for dealing with stress?

A. Primal team scream

B. A mix of work and outside activities

C. Shouting when off the phone

D. Sticking to agreed procedures

Correct Answer: A

QUESTION 5

Which of these options best describes the benefits of using an Organisational Change Management process?

A. It reduces risk and the cost of implementing individual Changes

B. It removes risk and involves stakeholders in the implementation of Changes

C. It improves the organisations performance and service delivery management Information

D. It reduces the adverse impact of Changes and ensures that only approved Changes are implemented

Correct Answer: D

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