

SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Your manager is concerned that the relationships between the Service Desk and some other areas of IT are not as good as they could be. S/he has asked you to suggest some initiatives to improve the situation; which of the following would you suggest?

- A. Recognise and publish the achievements of your staff to promote the Service Desk
- B. Offer to write supporting mission statements for the other teams
- C. Understand the roles and responsibilities that teams have in meeting IT services and business objectives
- D. Establish regularly scheduled meetings between key Service Desk staff and key customer representatives

Correct Answer: C

QUESTION 2

You have been working closely with your organizations Service Level Manager and s/he has asked you to prepare a presentation that can be delivered to internal IT teams on the value and benefits of having an SLM process in place. Which of these options best describes one of the benefits?

- A. Users have freedom of choice about which IT teams they will work with
- B. There are clearly defined IT procedures that are now enforceable
- C. There are clearly defined penalties for customers and providers if responsibilities are not met
- D. Specific customer needs are known, enabling IT to prioritise and plan

Correct Answer: D

QUESTION 3

Which process would provide the benefit of better protection for personal and organisational data?

- A. IT Service Continuity Management
- B. Risk Management
- C. Information Security Management
- D. Release and Deployment Management

Correct Answer: C

QUESTION 4

In relation to Human Resource and Team Development, which option best describes the types of planning you should consider?

- A. Strategic, Tactical, Service Level and Contingency
- B. Strategic, Tactical, Operational and Contingency
- C. Strategic, Tactical, Operational and Business Critical
- D. Strategic, Tactical, Service Level and Business Critical

Correct Answer: B

QUESTION 5

Which option is the best description of Return on Investment (ROI)?

- A. It is a method used to calculate the expected lifecycle of a product
- B. It is an assessment of costs and profits
- C. It is an assessment of costs and benefits
- D. It is a method used to determine the percentage of profit to be reinvested

Correct Answer: C

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