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SD0-302 Q&As

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QUESTION 1

Which of these would NOT be a key objective of electronic support delivery tools in a Service Desk environment?

A. It is cost effective

B. It leads to fewer escalated calls

C. It enables users to learn how to resolve certain Incidents

D. It enables second and third level support teams to be less involved with simple problems

Correct Answer: D

QUESTION 2

Which of these would be the most valid definition of stress?

A. Stress is an individuals natural reaction to a crisis like a family tragedy

B. Stress is an individuals natural reaction to situations involving change

C. Stress is an individuals natural reaction to new members joining the team

D. Stress is an individuals natural reaction to situations of great joy or excitement

Correct Answer: B

QUESTION 3

Which of these options is a step in the resource-scheduling process?

A. Determining staffing requirements based on projected volume and service levels

B. Setting staff schedules to fit with individual start/finish times

C. Ensuring 24 hour shift staffing is at a standard level

D. Providing an accurate call volume forecast for every shift and person

Correct Answer: A

QUESTION 4

You run a very busy, high-pressure Service Desk and are in the process of recruiting several new analysts. Which of these options most accurately relates to a key element of the interview process?

A. Use a relaxed and informal approach with no note-taking and few pre-prepared questions

B. Have a clear structure for the interviews and allow the candidate to express his or her preferences for the type of questions s/he prefers to be asked

C. Ensure that you follow your organizations recruitment process

D. Use role-play in the interview to assess their ability to perform under pressure

Correct Answer: C

QUESTION 5

You need to get a project and its budget approved by your board, which of these options would be the most appropriate action to take?

A. Ensure that all stakeholders are sent regular operational reports about the project

B. Organize a conference for board members to discuss the project in detail

C. Build a business-based project plan to present to senior management

D. Write a full report on your opinion of the project and those responsible

Correct Answer: C

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