

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

SDI - SERVICE DESK MANAGER QUALIFICATION

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**QUESTION 1**

As a Service Desk manager, which of these options would you suggest is a way for you to contribute to IT and business objectives?

- A. Tell management about every Incident that occurs
- B. Provide suggestions on how to improve IT services
- C. Identify new business opportunities
- D. Market the successes of the IT organisation

Correct Answer: B

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**QUESTION 2**

Which of these options best describes periodic surveys?

- A. They are based on user perception of the Service Desk and IT organisation at the current point in time
- B. They are used to evaluate overall satisfaction levels with the products and services provided by the Service Desk and the IT organisation
- C. They identify changes to products, services, and processes that analysts feel would improve their relationship with the IT organisation and better meet user needs
- D. They are regularly planned and scheduled on an Incident by Incident basis

Correct Answer: B

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**QUESTION 3**

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

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**QUESTION 4**

Which of these options would be an advantage you could confidently highlight when recommending outsourcing to your

organization?

- A. It will facilitate improved staffing flexibility
- B. It will eliminate staffing problems
- C. It will improve the profitability of the organization
- D. It will improve service performance

Correct Answer: A

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#### **QUESTION 5**

Your IT director has told you that your team must follow best practice. What is a major benefit of so doing?

- A. Customers and employees will feel more satisfied with the service provided by your team
- B. Senior management meetings will not dwell on the failings of your team
- C. The speed of resolution becomes the sole focus of everyones attention
- D. Team members are less likely to be involved in cross-department projects

Correct Answer: A

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