



HD0-300^{Q&As}

Help Desk Manager

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QUESTION 1

What process includes performing root cause analysis?

- A. Incident management
- B. Knowledge management
- C. Problem management
- D. Time management

Correct Answer: C

QUESTION 2

Who is ultimately responsible for an employee's success or failure?

- A. the employee
- B. the employee's mentor
- C. the employee's manager
- D. the employee's team leader

Correct Answer: A

QUESTION 3

What is the primary role of the support center in most organizations?

- A. The primary role of the support center is to be a strategic asset to the organization it serves.
- B. The primary role of the support center is to ensure that metrics are maintained and distributed.
- C. The primary role of the support center is to make sure that all service levels are met.
- D. The primary role of the support center is to provide technical support services to executives.

Correct Answer: A

QUESTION 4

What are two enabling factors of the HDI Certified Support Center model? (Choose two)

- A. results
- B. leadership



C. resources

D. satisfaction

Correct Answer: BC

QUESTION 5

What is a best practice for providing direction and focus under chaotic circumstances?

A. Advise staff that big changes are imminent.

B. Assure staff that everything is fine.

C. Empathize with your team members.

D. Offer unpaid leave to your staff.

Correct Answer: C

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