



# HD0-300<sup>Q&As</sup>

Help Desk Manager

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**QUESTION 1**

What is a best practice when taking action that will affect other departments or teams?

- A. Give serious consideration to what people will think of you if your ideas do not work.
- B. Hold discussions with other managers to identify the possible effects of your actions.
- C. Implement your ideas as soon as you have decided on the best course of action.
- D. Make a presentation to other teams letting them know what you have done.

Correct Answer: B

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**QUESTION 2**

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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**QUESTION 3**

An analyst comes to you with several ideas on how to solve your slow network-connection protection problem. Your network support team is responsible for solving this problem and is presently working on it. You decide to let the analyst fix the problem. Which three leadership practices did you use? (Choose three)

- A. encourage participation
- B. encourage others to be creative
- C. encourage others to take initiative
- D. encourage positive perspective within teams

Correct Answer: ABC

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**QUESTION 4**

What is the primary purpose of problem management?

- A. The primary purpose of problem management is to eliminate the cause of incidents.



- B. The primary purpose of problem management is to reduce the number of incidents.
- C. The primary purpose of problem management is to resolve incidents quickly.
- D. The primary purpose of problem management is to restore normal service.

Correct Answer: A

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#### QUESTION 5

When marketing a support center, what should be clearly communicated to stakeholders?

- A. RETURN ON INVESTMENT
- B. STAFFING REQUIREMENTS
- C. IMPLEMENTATION TIMELINES
- D. INFRASTRUCTURE REQUIREMENTS

Correct Answer: A

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