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SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options would you regard as a common Quality Assurance practice?

A. A monthly visit to all customer locations

B. A one-off mystery shopping exercise

C. A review of service usage statistics

D. A focus group meeting

Correct Answer: D

QUESTION 2

As a Service Desk manager you need to have good planning skills. Which of these options is a key element of the planning process?

A. Allocation of schedules and budgets

B. Defining your role and the Service Desks mission

C. Setting goals and objectives

D. Using SMART methodology and setting short-term objectives

Correct Answer: C

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

QUESTION 4

Which one of these options would be a feature of effective management?

A. Delivery of work as required

B. High levels of personal care

C. Strict adherence to processes

D. Focus on tactical goals

Correct Answer: A

QUESTION 5

Which statement most accurately describes typical key performance indicators for the Incident Management process?

A. Major Incidents failing to meet SLA; Incidents failing to match Known Errors; Cost per Problem

B. Total number of Incidents; total number of Service Requests; number of Incidents failing to meet the SLA

C. First Contact Resolutions; Second Level Resolutions; Workarounds

D. Cost per Incident; cost per Service Request; cost per Major Incident

Correct Answer: B

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