



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

In which process would you expect to find metrics giving percentages of Incident and Problem records associated with a CI record?

- A. Problem Management
- B. Incident Management
- C. Service Asset and Configuration Management
- D. IT Service Continuity Management

Correct Answer: C

QUESTION 2

Which of these options would create a positive working environment?

- A. Pay some of your team at very high salary levels
- B. Ensure that staff are always given positive messages
- C. Offering varying KPIs and standards to staff
- D. Create a sense of belonging in the team

Correct Answer: D

QUESTION 3

You are about to attend what could be a difficult meeting with other IT team managers. You are aware that you will have to negotiate skilfully to achieve a successful outcome; what is the best skill you can employ that will help you do this?

- A. Use NLP to get everyone round to thinking the way you want them to
- B. Understand that everyone is unique and will have a different perspective
- C. Suggest that the IT Director should be the one to make the final decision
- D. Maintain your position when others contradict it

Correct Answer: B

QUESTION 4

Which of these options is NOT an objective of financial management?

- A. To ensure that the annual budget for the IT organisation is always reduced



- B. To align IT service costs to business processes
- C. To support the customer and the business by delivering value for money
- D. To understand the cost of providing IT services

Correct Answer: A

QUESTION 5

How does the Service Desk relate to the Service Level Management process? Select the option that most closely matches its responsibility.

- A. To deliver IT services to users
- B. To encourage other IT areas to observe the requirements of the SLA and OLAs
- C. To identify new services for inclusion in existing SLAs and OLAs
- D. To create user feedback reports relating to their business area

Correct Answer: B

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