



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

Which of these options is NOT an objective of IT Service Management?

- A. Integration with business process
- B. Increased IT infrastructure and service reliability
- C. Cost reduction and resource expansion
- D. Improved user experience and communication

Correct Answer: C

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#### QUESTION 2

Which option is NOT a common method of professional development?

- A. E-Learning
- B. Coaching
- C. E-mentoring
- D. Computer Based Training

Correct Answer: C

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#### QUESTION 3

What steps should you take to manage the service expectations of stakeholders?

- A. Use KPIs to calculate service ROI
- B. Build SLAs based on IT measures
- C. Build a catalogue of systems for all customers
- D. Use customer surveys to identify business needs

Correct Answer: D

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#### QUESTION 4

Which of these is NOT a benefit of a structured approach to induction?

- A. Reduced time to get new staff working effectively
- B. Reduced time spent by managers in dealing with inductees



- C. Reduced risk of adopting bad habits
- D. Reduced risk of basic errors and misunderstandings

Correct Answer: B

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#### QUESTION 5

You are planning a promotion campaign to raise customer awareness of the Service Desk and the benefits it brings to the business. Which of these activities would be most effective in doing this?

- A. Offer customers the opportunity to experience life on the Service Desk
- B. Provide induction training and team-building away-days
- C. Give all customers a stress ball with Service Desk contact details printed on it
- D. Schedule your staff to floor walk at regular intervals

Correct Answer: D

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