



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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#### QUESTION 1

Which would be a desirable quality to look for in Service Desk staff?

- A. Quick learner
- B. Strategic focus
- C. Thrill seeker
- D. Technical focus

Correct Answer: A

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#### QUESTION 2

Which of the following options would NOT be essential in helping you to manage your stakeholders expectations?

- A. Specifying individual service feedback mechanisms
- B. Creating a Service Catalogue with service offerings clearly defined
- C. Defining service levels that balance resources and capabilities with business requirements
- D. Offering multiple channels to provide information about the Service Desk

Correct Answer: A

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#### QUESTION 3

Which statement best describes the difference between Reactive Problem Management and Proactive Problem Management?

- A. Reactive Problem Management is concerned with solving problems in response to Known Errors; Proactive Problem Management is concerned with identifying quick fixes
- B. Reactive Problem Management is concerned with solving problems in response to one or more Incidents; Proactive Problem Management is concerned with identifying underlying Problems
- C. Reactive Problem Management is concerned with analysing and trending Incident records; Proactive Problem Management is concerned with solving problems in response to one or more Incidents
- D. Reactive Problem Management is concerned with eliminating root causes; Proactive Problem Management is concerned with identifying future business needs

Correct Answer: B

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#### QUESTION 4



Which process would provide the benefit of better protection for personal and organisational data?

- A. IT Service Continuity Management
- B. Risk Management
- C. Information Security Management
- D. Release and Deployment Management

Correct Answer: C

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#### QUESTION 5

Which of the options best describes how to constructively address individual performance issues?

- A. Discuss the solution to the problem before the causes and handle issues in a timely manner
- B. Communicate the desired outcome of the change in behaviour and be general in your discussions
- C. Handle issues in a timely manner and focus on changing the behaviour rather than the person
- D. Be general in your discussions and discuss the solution of the problem before the causes

Correct Answer: C

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