



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

There are many support options available for Service Desks and their users today, the most traditional of which is telephone support. What typically is its main purpose?

- A. To provide first-line support with an escalation route to other teams as required
- B. To provide first and second-line support with all calls resolved at the Service Desk
- C. To provide users with options to speak to other teams if the Service Desk is busy
- D. To provide education to the user base on how to resolve basic issues themselves

Correct Answer: A

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

Which of these options best describes the benefits of using an Organisational Change Management process?

- A. It reduces risk and the cost of implementing individual Changes
- B. It removes risk and involves stakeholders in the implementation of Changes
- C. It improves the organisations performance and service delivery management Information
- D. It reduces the adverse impact of Changes and ensures that only approved Changes are implemented

Correct Answer: D

QUESTION 4

Your manager has asked you to undertake a PR exercise to promote the Service Desk to the business; which of these options would best describe your main objectives for this exercise?

- A. Educating users on the value of the Service Desk and the explaining the content of the SLA



- B. Increasing the visibility of the Service Desk and clarifying user responsibilities and benefits
- C. Raising user awareness of the Service Desks opening hours and providing job descriptions
- D. Dictating user behaviour and improving user satisfaction

Correct Answer: B

QUESTION 5

Which of the following is one of the primary objectives for using ITSM tools?

- A. To control IT and Service Desk staff
- B. To deliver process metrics from a single tool
- C. To deliver an ITIL accredited framework
- D. To achieve ISO/IEC 20000

Correct Answer: B

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