



SD0-302^{Q&As}

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QUESTION 1

One of your analysts has asked you what ITIL is. Which of these options is the best explanation you could give him/her?

- A. It is worldwide best practice and offers guidance for designing, planning, delivering and managing IT Services and Support and it aligns with ISO/IEC 20000
- B. It is worldwide methodology for best practice for all IT Services and Support and it aligns with ISO 9000
- C. It is worldwide methodology for guidance in design, planning and delivering IT projects and it aligns with ISO 15000
- D. It is worldwide best practice for the implementation of IT Business strategies and it aligns with IEC/IEC 20000

Correct Answer: A

QUESTION 2

Performing a skills gap analysis and identifying appropriate salary levels are preparatory requirements for what?

- A. Service Desk recruitment
- B. Service Catalogue definition
- C. Service Level Agreement negotiation
- D. Skills Matrix creation

Correct Answer: A

QUESTION 3

When you are addressing a meeting, which of these options best describes a technique for engaging with the audience?

- A. Make humour an intrinsic part of your presentation
- B. Ask questions designed to encourage audience participation
- C. Include as much detailed information as possible
- D. Use animation to bring the session to life

Correct Answer: B

QUESTION 4

Which of the following would typically NOT be a positive effect of stress?



- A. Staff show optimised levels of performance
- B. Staff show up on time every day and are generally happier
- C. Staff show greater levels of energy and motivation
- D. Staff productivity levels increase

Correct Answer: B

QUESTION 5

Which of these options is a key management/operational metric for Release and Deployment Management?

- A. Number of user errors
- B. Number of authorised Changes
- C. Number of back-outs required
- D. Number of implemented Changes

Correct Answer: C

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