



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

Pass SDI SD0-302 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/sd0-302.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

A successful project plan will always include:

- A. Stakeholder resources and well defined roles and responsibilities
- B. Co-ordinated resources and costs which are estimated and tracked
- C. Identified deliverables and occasional project meetings and reviews
- D. Multiple dependencies and a documented Project Management methodology

Correct Answer: B

QUESTION 2

Which of these options is a benefit of right-sourcing?

- A. It enables the utilisation of effective external options
- B. It enables the correct cultural mix within the workplace
- C. It eliminates the culture of waste in the organisation
- D. It meets team objectives by improving IT services

Correct Answer: A

QUESTION 3

Which of these options would NOT be a typical characteristic of a good leader?

- A. Making decisions, even unpopular ones
- B. Effectively delegating tasks
- C. Making inspirational and motivational speeches
- D. Having excellent communication skills

Correct Answer: C

QUESTION 4

Which of these would NOT be a key objective of electronic support delivery tools in a Service Desk environment?

- A. It is cost effective
- B. It leads to fewer escalated calls



- C. It enables users to learn how to resolve certain Incidents
- D. It enables second and third level support teams to be less involved with simple problems

Correct Answer: D

QUESTION 5

Which of these options best describes a typical friendly and supportive workplace environment?

- A. Competitiveness is demonstrated between team members
- B. It is very carefully and tightly managed
- C. It has a diverse blend of team members
- D. It has technical and highly-skilled team members

Correct Answer: C

[SD0-302 Practice Test](#)

[SD0-302 Exam Questions](#)

[SD0-302 Braindumps](#)