



SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

How could you demonstrate that you are maintaining a balanced and positive outlook?

- A. By having regular social events with all staff
- B. By sharing problems and concerns with friends or advisers
- C. By holding weekly motivational meetings
- D. By having dress-down days on a Friday

Correct Answer: B

QUESTION 2

Which of these options would be one of the three major activities of a Service Desk manager?

- A. To organise regular staff meetings
- B. To organise the right technology platform to support processes
- C. To organise resources
- D. To organise regular staff appraisal sessions

Correct Answer: C

QUESTION 3

Which of these options is a characteristic of a successful meeting?

- A. Actions are allocated after the meeting
- B. Participants decide the agenda on arrival
- C. The minutes are distributed at the start of the meeting
- D. The outputs are documented and responsibilities assigned

Correct Answer: D

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

QUESTION 5

You need to identify the best solution to resolve a number of operational issues. There are some issues that are not being resolved or properly tackled in line with expectations. Which of the following tools would help you best in this approach?

A. A SMART review

B. An ROI analysis

C. A GAP analysis

D. A strategic business plan

Correct Answer: C

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