



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

SDI - SERVICE DESK MANAGER QUALIFICATION

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**QUESTION 1**

Which is the most useful question to consider when providing a risk status update?

- A. Can the risk be logged as a Problem?
- B. Is the risk getting worse or better?
- C. Can the Service Desk pass the risk to Change Management yet?
- D. Has Release Management been notified yet?

Correct Answer: B

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**QUESTION 2**

You are part of a team tasked with managing an Organizational Change within your support environment. What should the team do to ensure this change is successful?

- A. Implement rapid amendments to the plan. (Would this work any better?)
- B. Develop a probability to reality projection plan
- C. Recognize the importance of allowing long-serving staff to determine where they will sit
- D. Have a well-constructed communications plan

Correct Answer: D

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**QUESTION 3**

You have been tasked to select an IT Service Management tool, which of these options is a benefit you would use to justify the expenditure?

- A. It is a competitive tool that helps to boost organisational success
- B. It is an essential to ensure that the image of the Service Desk is enhanced
- C. It ensures that the cost per Incident handled is reduced
- D. It delivers consistent metrics and reporting on service performance

Correct Answer: D

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**QUESTION 4**

To provide the most appropriate form of support for the user; to educate users about basic aspects of Incidents resolution; and to develop rapport between analysts and users are objectives of which service delivery channel?



- A. Self-service
- B. Remote support
- C. Self-help
- D. On-site support

Correct Answer: D

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#### QUESTION 5

What is the purpose of a Service Desk vision statement?

- A. To assist staff in achieving their dream goals in their future careers
- B. To help management see where the Service Desk is going strategically
- C. To keep the Service Desk in the forefront of user minds
- D. To ensure that all staff understand the vision and consistently work towards it

Correct Answer: D

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