



SD0-302^{Q&As}

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QUESTION 1

Which option best describes some common issues encountered when implementing an ACD system?

- A. Customer resistance and too much focus on call waiting times
- B. Customer resistance and too much focus on hunt groups
- C. Customer resistance and too much focus on operational statistics
- D. Customer resistance and too much focus on SLAs

Correct Answer: C

QUESTION 2

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 3

What is the best definition of in-sourcing?

- A. Using a 3rd party to provide services previously provided by your own staff
- B. Bringing a previously out-sourced service back to your organisation
- C. Bringing a 3rd party onto your premises to deliver a service
- D. Bringing contractors onto your premises to deliver certain services

Correct Answer: B

QUESTION 4

Which option is NOT a common method of professional development?

- A. E-Learning



- B. Coaching
- C. E-mentoring
- D. Computer Based Training

Correct Answer: C

QUESTION 5

Which of these options is part of the Service Desks responsibility in the Release and Deployment Management process?

- A. It works with development teams to ensure services are supported at and beyond launch
- B. It supports development teams in aligning new applications with business needs
- C. It manages the rollout of key application releases
- D. It works with users to ensure they are satisfied with new applications

Correct Answer: A

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