SD0-302^{Q&As}

SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these options is a key benefit of IT Service Continuity Management?

A. Potential lower insurance premiums

B. Improved management of issues

C. An increase in potential lost revenue

D. A reduction in the number of repeat Incidents

Correct Answer: A

QUESTION 2

Which of the following is NOT a principal activity of Service Level Management?

A. Identifying critical business periods and exceptions

B. Implementing new processes

C. Reviewing reports and performance

D. Engaging in contract negotiation

Correct Answer: D

QUESTION 3

You are in the process of developing a programme of activities to promote the Service Desk. You believe this is a very important aspect of your role and that all promotional activities should meet your objectives. Which of these options describes one of those objectives?

A. Managing your managers expectations

B. Managing your teams expectations

C. Managing your users expectations

D. Managing your own expectations

Correct Answer: C

QUESTION 4

Which of these options most closely represents the overall mission of the Service Desk?

A. to promote the use of self-help tools and drive down support costs

B. to provide high-quality and consistent user and technical support

C. to continually improve the quality of IT services

D. to present the best possible public image to customers and users

Correct Answer: B

QUESTION 5

Which of the following is NOT one of the principal Service Asset and Configuration Management activities?

A. Carrying out asset audits and verifications

B. Identifying and recording Configuration Items at the appropriate level

C. Identifying and defining relationship and dependencies between Configuration Items

D. Identifying the key components in the Configuration Plan

Correct Answer: D