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SDI - SERVICE DESK MANAGER QUALIFICATION

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QUESTION 1

Which of these definitions best describes the value of benchmarking in a Service Desk environment?

- A. To provide meaningful and readily implemented improvement recommendations
- B. To see how successful the Service Desk is compared to others
- C. To achieve industry leading status for the Service Desk
- D. To demonstrate the Service Desks value to management

Correct Answer: A

QUESTION 2

You are experiencing difficulties with your desktop support team who regularly blame your Service Desk Analysts for not giving them the correct information. How best should you get them on board?

- A. Send them emails to let them know where they are going wrong
- B. Build credibility with them by running regular social events
- C. Improve the communication channels by listening to their views and issues
- D. Highlight their inadequacies across the department through management reports

Correct Answer: C

QUESTION 3

Which statement best describes the difference between Reactive Problem Management and Proactive Problem Management?

- A. Reactive Problem Management is concerned with solving problems in response to Known Errors; Proactive Problem Management is concerned with identifying quick fixes
- B. Reactive Problem Management is concerned with solving problems in response to one or more Incidents; Proactive Problem Management is concerned with identifying underlying Problems
- C. Reactive Problem Management is concerned with analysing and trending Incident records; Proactive Problem Management is concerned with solving problems in response to one or more Incidents
- D. Reactive Problem Management is concerned with eliminating root causes; Proactive Problem Management is concerned with identifying future business needs

Correct Answer: B

QUESTION 4



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

QUESTION 5

Which of these options is the best description of one of the purposes of self-healing tools?

- A. To identify errors and correct them without human intervention
- B. To prevent users from downloading or accessing illegal software
- C. To correct errors once a technician has keyed in the correct data
- D. To reduce headcount in IT technical support teams

Correct Answer: A

QUESTION 6

The Service Desk has a strategic role to play within an organization, which of these options best describes a method you could use to ensure that you are able to develop clear, insightful strategies?

- A. Understand and communicate how the Service Desk assists the organization in meeting its team objectives
- B. Familiarize yourself with the goals and objectives of other organizations
- C. A best practice demonstrates good governance, a formal standard demonstrates adherence
- D. Network with people in other organizations and within the support industry and your communities

Correct Answer: D

QUESTION 7

Which of these options best describes a reactive objective of Problem Management?

- A. To minimise the impact of Incidents that cannot be prevented
- B. To prevent the occurrence of Incidents



- C. To prevent the recurrence of Incidents
- D. To determine the root cause of Incidents and initiate corrective actions

Correct Answer: A

QUESTION 8

If you were seeking to monitor the quality of your Incident Monitoring, which of these options best describes a suitable method?

- A. Matching individual Incident responses against SLA performance levels
- B. Following up calls with users and 2nd level support for every call
- C. Conducting an online review with the analyst after the Incident is closed
- D. Reviewing Incident performance across the industry for comparison

Correct Answer: C

QUESTION 9

You have been asked to introduce self-service tools for your Customers, but your staff are concerned that there may be some issues, why might this be?

- A. The functionality may not be available in your market-leading Service Management tool
- B. Everyone in IT might not use completely professional language when logging updates
- C. Its introduction may increase the volumes of telephone calls to the Service Desk
- D. Its use will negatively impact service level performance

Correct Answer: B

QUESTION 10

Which of these options is NOT a principal activity of the Incident Management process?

- A. Classification
- B. Prioritisation
- C. Escalation
- D. Negotiation

Correct Answer: D

**QUESTION 11**

Using self-service as a delivery method in a Service Desk environment is often seen as a great step to reduce direct user contact costs which of the following is also a benefit of self-service?

- A. It can help to prevent users calling the Service Desk
- B. It can be used to log calls, service requests or Incidents, saving Service Desk time
- C. It can develop tailored tutorials to help users help themselves
- D. It can eliminate the need to provide feedback to users

Correct Answer: B

QUESTION 12

What would be an excellent way to keep your knowledge current and enhance your own personal development?

- A. Book on a management seminar at least quarterly
- B. Read management and motivation books
- C. Spend more time with the analysts on your Service Desk
- D. Take on simple projects that are easy to fit into your schedule

Correct Answer: B

QUESTION 13

You are about to attend what could be a difficult meeting with other IT team managers. You are aware that you will have to negotiate skilfully to achieve a successful outcome; what is the best skill you can employ that will help you do this?

- A. Use NLP to get everyone round to thinking the way you want them to
- B. Understand that everyone is unique and will have a different perspective
- C. Suggest that the IT Director should be the one to make the final decision
- D. Maintain your position when others contradict it

Correct Answer: B

QUESTION 14

Which of these options is the best method of improving Service Desk performance?

- A. Using industry KPIs as targets
- B. Increasing the speed-to-answer time



- C. Using a SWOT analysis to identify improvements
- D. Focussing on the abandon rate

Correct Answer: C

QUESTION 15

You need to get a project and its budget approved by your board, which of these options would be the most appropriate action to take?

- A. Ensure that all stakeholders are sent regular operational reports about the project
- B. Organize a conference for board members to discuss the project in detail
- C. Build a business-based project plan to present to senior management
- D. Write a full report on your opinion of the project and those responsible

Correct Answer: C

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