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Service Desk Manager Qualification

SDI SD0-302

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Volume A	115
Topic 2, Volume B	117
Total	232

QUESTION NO: 1

Which process involves recognizing how to anticipate problems, develop contingency plans and sustain progress?

A. Incident Management

B. Problem Management

C. Issue Management

D. Risk Management

ANSWER: D

QUESTION NO: 2

If you are looking to gather further information to help resolve a users issue, which of these options would it NOT be appropriate to use?

A. Structured questioning of users by an analyst

B. One-way information provided by a user

C. One-to-one interviews with all Service Desk staff

D. Unstructured free-form questioning by an analyst

ANSWER: C

QUESTION NO: 3

You intend to implement some far-reaching changes to the way in which your Service Desk currently operates, but to do so you need the support of other teams within IT. Which action should you undertake to gain this support?

A. Give a presentation to the board of directors to guarantee their support

B. Make time to develop a social relationship with your manager

C. Demonstrate your understanding of any concerns others may have

D. Begin by creating a powerfully-worded vision statement

ANSWER: C

As a Service Desk manager you need to have good planning skills. Which of these options is a key element of the planning process?

A. Allocation of schedules and budgets

B. Defining your role and the Service Desks mission

C. Setting goals and objectives

D. Using SMART methodology and setting short-term objectives

ANSWER: C

QUESTION NO: 5

Which of these options is a common mechanism for call monitoring?

A. ITSM software systems

B. IVR and ACD systems

C. Listening in on calls

D. Time recording

ANSWER: C

QUESTION NO: 6

You need to make a presentation to your staff. What consideration would be valuable to ensure your success with the session?

A. Ensure that you make all the points that you think are important from the management perspective

B. Ensure the room is dark and comfortable

C. Present as much information as possible

D. Be aware of the size of the fonts

ANSWER: D

Which of these options best describes a typical friendly and supportive workplace environment?

A. Competitiveness is demonstrated between team members

B. It is very carefully and tightly managed

C. It has a diverse blend of team members

D. It has technical and highly-skilled team members

ANSWER: C

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

ANSWER: B

You are explaining the benefits of desk-side support to your new-starters. Which of these options best describes one of these benefits?

A. It gives the analyst a clearer understanding of the users situation

B. It establishes better rapport with second-line analysts

C. It enables the analyst to demonstrate their knowledge and skills to the user

D. It offers opportunities to create new power-users

ANSWER: A

QUESTION NO: 10

Which Service Desk service delivery channel identifies when an Incident has occurred and automatically initiates remedial action?

A. Self-service

B. Self-healing

C. Self-help

D. Remote support

ANSWER: B

QUESTION NO: 11

What might be one purpose of a QA programme?

A. To address service management process issues

B. To address service performance that is not meeting expectations

C. To address technical service delivery issues

D. To address internal cultural issues

ANSWER: B

QUESTION NO: 12

You need to write a business case for your new ITSM software system; which key element is it appropriate to include?

A. A clear list of potential savings

B. The impact on board members of not buying the software

C. An ROI report on the technical and operational benefits

D. A specification for a CMDB

ANSWER: A

Which of these options best describes the benefits of using an Organisational Change

Management process?

A. It reduces risk and the cost of implementing individual Changes

B. It removes risk and involves stakeholders in the implementation of Changes

C. It improves the organisations performance and service delivery management Information

D. It reduces the adverse impact of Changes and ensures that only approved Changes are implemented

ANSWER: D

Which of these options would be an appropriate channel of communication to discuss team performance?

A. A peer-group meeting

B. An informal discussion by the water cooler

C. A one-on-one appraisal meeting

D. A meeting after work in a social setting

ANSWER: A

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

ANSWER: C