Vendor:SDI

Exam Code:SD0-302

Exam Name:SDI - SERVICE DESK MANAGER QUALIFICATION

Version: Demo

QUESTION 1

Which of these options would you regard as a common Quality Assurance practice?

A. A monthly visit to all customer locations

B. A one-off mystery shopping exercise

C. A review of service usage statistics

D. A focus group meeting

Correct Answer: D

QUESTION 2

Which statement best describes some of the characteristics of a successful Service Desk?

A. Measurements are published when the KPIs have been met or exceeded: Service Improvement Programmes are discussed

B. Satisfaction surveys for both staff and customers are considered superfluous: resource management is reviewed annually

C. Leadership practices ensure that future direction is clearly laid out: policies are documented, regularly reviewed and monitored

D. Benchmarking is pencilled in for the next financial cycle: Continual Service Improvement will be discussed at that time

Correct Answer: C

QUESTION 3

You run a very busy, high-pressure Service Desk and are in the process of recruiting several new analysts. Which of these options most accurately relates to a key element of the interview process?

A. Use a relaxed and informal approach with no note-taking and few pre-prepared questions

B. Have a clear structure for the interviews and allow the candidate to express his or her preferences for the type of questions s/he prefers to be asked

C. Ensure that you follow your organizations recruitment process

D. Use role-play in the interview to assess their ability to perform under pressure

Correct Answer: C

QUESTION 4

Which of these options would be one of the three major activities of a Service Desk manager?

A. To organise regular staff meetings

B. To organise the right technology platform to support processes

C. To organise resources

D. To organise regular staff appraisal sessions

Correct Answer: C

QUESTION 5

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

Correct Answer: C

QUESTION 6

Which of these options best describes a skill level required for desk-side support?

A. Incident Management knowledge

B. High levels of process development knowledge

C. Basic level technical skills

D. Management competency

Correct Answer: A

QUESTION 7

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 8

Which is a benefit of telephone support in a Service Desk?

A. Staff can identify customer\\'s emotions as well as the facts

B. Staff can drive customers to take specific remedial actions

C. Customers feel that they can offload their emotions

D. Customers can be appeased more easily

Correct Answer: A

QUESTION 9

Why is Incident monitoring a valuable Service Desk activity?

A. It can help to avoid SLA breaches

B. It can support the delivery of useful metrics

C. It can facilitate knowledge creation

D. It can help to improve error control

Correct Answer: A

QUESTION 10

Which of these options best defines mentoring?

A. Life and relationship counselling

B. Job-related advice and guidance

C. Person-to-person support

D. Career development from a professional coach

Correct Answer: B

QUESTION 11

Which option best describes the expectations of the Service Desk\\'s users?

A. They have confidence that the Service Desk is in control of their Incident or Service Request when speaking to a senior team member

B. Their incident is professionally managed and they receive consistent and courteous service

C. Their Incidents are resolved very quickly and they are periodically informed of progress

D. They are provided with good decision data and feedback on all their Incidents

Correct Answer: B

QUESTION 12

Which option best describes a purpose of Organisational Change Management?

A. To minimise the risk and interruption to users and services

B. To understand the impact of every change to IT services

C. To ensure that processes and procedures are kept constantly in alignment

D. To prevent abuse of the Change Management process by rogue emergency changes

Correct Answer: A