

# DUMPS ARENA

## Service Desk Manager Qualification

SDI SD0-302

Version Demo

Total Demo Questions: 15

Total Premium Questions: 232

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## Topic Break Down

Topic	No. of Questions
Topic 1, Volume A	115
Topic 2, Volume B	117
<b>Total</b>	<b>232</b>

**QUESTION NO: 1**

You are planning a promotion campaign to raise customer awareness of the Service Desk and the benefits it brings to the business. Which of these activities would be most effective in doing this?

- A. Offer customers the opportunity to experience life on the Service Desk
- B. Provide induction training and team-building away-days
- C. Give all customers a stress ball with Service Desk contact details printed on it
- D. Schedule your staff to floor walk at regular intervals

**ANSWER: D**

**QUESTION NO: 2**

Which of these options is the best way in which you can use formal or informal networks to help develop your ideas?

- A. Recommend holding off-site meetings in a local pub
- B. Develop scenarios that will demonstrate how your suggestions and plans will raise every ones profiles
- C. Hold meetings with stakeholders to obtain their support for your proposals
- D. Hold meetings with your team to discuss aspects of your proposals

**ANSWER: C**

**QUESTION NO: 3**

Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

- A. To eliminate single points of contact for services
- B. To eliminate single points of failure for services
- C. To remove critical resources for services
- D. To remove long term workarounds for services

**ANSWER: B**

**QUESTION NO: 4**

As sensitive personal and corporate information is frequently lost or stolen, what would be a key objective of Information Security Management?

- A. Meeting the public's need for confidence in data security
- B. Understanding the full legal implications of Information Security Management
- C. Ensuring the security of every user data access point
- D. Ensuring IT operates adequate and appropriate security controls

**ANSWER: D****QUESTION NO: 5**

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

**ANSWER: A****QUESTION NO: 6**

Which option best describes the Service Desks part in the Change Management process?

- A. To escalate Incidents that may be caused by Problems
- B. To escalate Changes that may be caused by Problems
- C. To escalate Changes that may be caused by Incidents
- D. To escalate Incidents that may be caused by Changes

**ANSWER: D**

**QUESTION NO: 7**

Which of these options is a primary objective of self- service for Service Desks?

- A. To enable users to become experts in IT support
- B. To help users to log their own incidents
- C. To enable users to resolve incidents for their colleagues
- D. To help users to close their own incidents

**ANSWER: B****QUESTION NO: 8**

If you are documenting new processes and procedures, which of these options is a particularly important outcome?

- A. It is easy to understand the technical language
- B. Processes and procedures are adhered to
- C. The team agrees that every issue has been included
- D. Calls and Incidents are handled consistently

**ANSWER: B****QUESTION NO: 9**

Which of these options is a characteristic of an effective mentor?

- A. An effective mentor is a successful leader in their field
- B. An effective mentor works on your personal skills and relationships
- C. An effective mentor discusses your progress and shapes development
- D. An effective mentor uses structured learning techniques for training

**ANSWER: C**

**QUESTION NO: 10**

If you had to select a benefit of an ACD from this list, which would you choose?

- A. It will help reduce the number of low priority calls handled
- B. It will help reduce the amount of time spent on each call
- C. It will help with call management techniques such as skills-based routing
- D. It will help to keep the technology up to date within industry best practice

**ANSWER: C****QUESTION NO: 11**

What is the purpose of a Service Desk vision statement?

- A. To assist staff in achieving their dream goals in their future careers
- B. To help management see where the Service Desk is going strategically
- C. To keep the Service Desk in the forefront of user minds
- D. To ensure that all staff understand the vision and consistently work towards it

**ANSWER: D****QUESTION NO: 12**

Which is the most useful question to consider when providing a risk status update?

- A. Can the risk be logged as a Problem?
- B. Is the risk getting worse or better?
- C. Can the Service Desk pass the risk to Change Management yet?
- D. Has Release Management been notified yet?

**ANSWER: B**

**QUESTION NO: 13**

Enabling users to log and track the status of their own Incidents and Service Requests is the primary purpose of

- A. Incident management
- B. Release and Deployment management
- C. IT Self-healing
- D. IT Self-service

**ANSWER: D****QUESTION NO: 14**

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

**ANSWER: C****QUESTION NO: 15**

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

**ANSWER: B**