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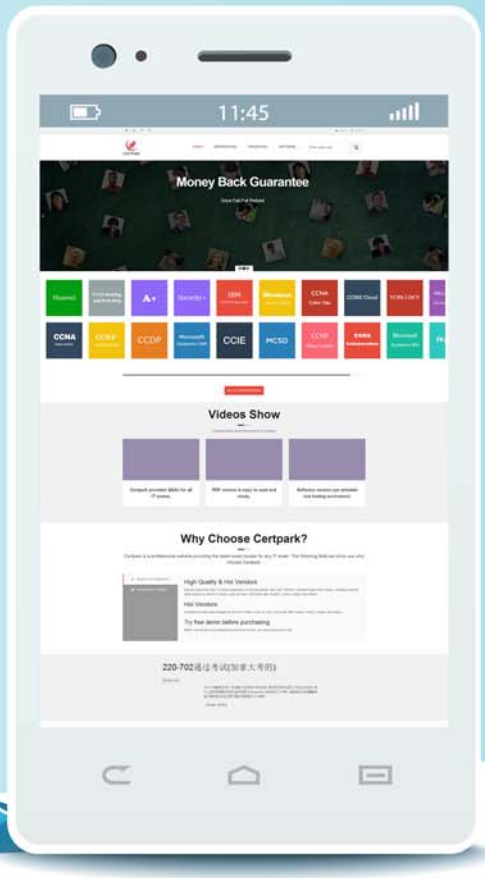

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Exam : **SD0-302**

Title : SDI - SERVICE DESK MANAGER QUALIFICATION

Version : Demo

1. What is the key outcome of keeping commitments to users, team members and organisations?

A. It boosts credibility, trust and customer satisfaction

B. It boosts the teams importance and status

C. It enhances the problem-solving capability of the team

D. It demonstrates dedication to continued service improvement

Answer: A

2. Which of these options is NOT an element of successful project management?

A. Managing costs

B. Ensuring a continual improvement focus

C. Developing technical solutions

D. Defining project objectives

Answer: C

3. 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 everyones 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

4. You are trying to promote the Service Desk through a variety of recognised and effective channels. Which of these statements best describes a channel to use?

A. Articles in the local newspaper and Have a Go days

B. Open house days and distributing Service Desk fliers

C. Distributing free pens and Service Desk induction training

D. Induction training and team-building away days

Answer: B

5. Which of the following statements about Problem Management is correct?

A. The Service Desk is not responsible for Problem Management but contributes by identifying recurring Incidents

B. The Service Desk is not responsible for Problem Management but manages Major Incident reviews

C. The Service Desk is responsible for Problem Management and may be required to work with technical teams to diagnose Problems

D. The Service Desk is responsible for Problem Management and uses known errors to aid fast resolution

Answer: A

6. Which of these options is a primary objective of the Service Asset and Configuration Management process?

A. To record the ownership of every item of hardware and software in the asset base

B. To ensure that IT services, assets, resources and processes are properly managed and maintained

C. To clearly identify the business dependencies of each inventory item

D. To map assets into a clear network infrastructure diagram

Answer: B

7. 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

8. Which of these options would be a typical feature of an On-going survey?

A. It is carried out on a six monthly cycle

B. It is executed as soon as possible after a call is closed

C. It is conducted with a minimum of 10 questions to be comprehensive

D. It is designed to show longer term trends in customer satisfaction

Answer: B

9. Which of these options best describes the value of adopting a resource-planning model?

A. It helps even out the handling of calls across the day or shift

B. It quantifies the staffing required to meet SLA and business needs

C. It provides a sound recruitment base for consistent staffing

D. It boosts staff retention

Answer: B

10. What is the value of telephone support in a Service Desk?

A. First contact resolution

B. Increased turnaround times

C. Reduced abandon rate

D. Skills-based routing

Answer: A

11. Performing a skills gap analysis and identifying appropriate salary levels are preparatory requirements for what?

A. Service Desk recruitment

B. Service Catalogue definition

C. Service Level Agreement negotiation

D. Skills Matrix creation

Answer: A

12. Which of these options would be a management activity in directing, controlling and co-ordinating activities?

A. Providing guidance to staff when needed

B. Providing an efficient ergonomic office environment

C. Developing and documenting staff management procedures

D. Developing and implementing an effective IT platform

Answer: A

13. Which of these options is NOT likely to be a role of the Service Desk?

A. To balance support expenses to keep IT support performing at the optimum levels of quality and cost effectiveness

B. To integrate support goals with business goals

C. To provide individual and personal IT support to each business user

D. To report on service breaches and their reasons

Answer: C

14. You are explaining the role of the Service Desk to your new analysts. Which of these options best describes one of the key requirements?

A. The Service Desks role is to provide a high-quality service promptly and consistently

B. The Service Desks role is to resolve users Problems and record all Change Requests

C. The Service Desks role is to initiate other support teams into the Standard Operating Procedures of the Service Desk

D. The Service Desks role is to act as a single point of contact for all organisational enquiries

Answer: A

15. Which of these options is NOT a responsibility of the Service Desk?

A. Developing and implementing Service Desk goals that integrate with business objectives

B. Representing the IT organisation to its users

C. Maintaining the highest level of productive IT time for users in accordance with the SLA

D. Providing the user with root cause analysis for Incidents resolved at first level

Answer: D

16. Which option is a clear objective of having a Service Desk mission statement?

A. To inform staff to follow procedures

B. To get IT resolver groups working to clear OLAs

C. To show IT management how the Service Desk is structured

D. To obtain commitment and buy-in to the Service Desk

Answer: D

17. 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

18. 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

19. Typically, what might a vision statement identify for the Service Desk?

A. Short-term goals

B. Medium-term objectives

C. Long-term goals

D. Ongoing operational objectives

Answer: C

20. 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

21. Which of the following is a business best practice quality model?

A. COBIT

B. SLM

C. ITIL

D. Six Sigma

Answer: D

22. Your IT director has told you that your team must follow best practice. What is a major benefit of so doing?

A. Customers and employees will feel more satisfied with the service provided by your team

B. Senior management meetings will not dwell on the failings of your team

C. The speed of resolution becomes the sole focus of everyones attention

D. Team members are less likely to be involved in cross-department projects

Answer: A

23. If you choose to implement a formal standard rather than a best practice, which would be the best description of the difference?

A. A best practice does not need evidence to prove progress, a formal standard does

B. A formal standard may not be ITIL compliant, a best practice would be

C. A best practice demonstrates good governance, a formal standard demonstrates adherence

D. Best practice does not include ISO/IEC 20000, a formal standard includes ITIL

Answer: A

24. Which of these options would be a practical way to gain an understanding of other countries cultures?

A. Study the religion practised in the region surrounding the country

B. Take a course in international business or cross-cultural studies

C. Travel to several countries in the area of the country

D. Read travel books about the country

Answer: B

25. The Service Desk has a strategic role to play within an organisation, 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 organisation in meeting its team objectives

B. Familiarise yourself with the goals and objectives of other organisations

C. A best practice demonstrates good governance, a formal standard demonstrates adherence

D. Network with people in other organisations and within the support industry and your communities

Answer: D

26. 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

27. 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. Organise 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

Answer: C

28. Which of these answers would NOT be a suitable area to include in your service ethics code of conduct?

A. A list of expected behaviour to ensure that all Service Desk employees understand what the organisation expects of them

B. Standards of moral and ethical behaviour

C. How to manage risk on behalf of the organisation

D. Specific techniques for dealing with difficult business partners

Answer: D

29. 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

30. You have recently been promoted to Service Desk Manager and you are keen to show how much you wish to succeed in this role. Which statement best describes some of the skills that will help you to succeed?

A. Excellent influencing skills, exemplary debating and creative writing skills

B. A University Degree in Computer Sciences and strong negotiating skills

C. Strong team building skills, excellent people-management and communication skills

D. Time management skills excellent technical and analytical skills

Answer: C