IT认证电子书

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Exam : **QQ0-301**

Title : HDI Service Desk Manager (SDM)

Version : DEMO

1. Which three are required activities for a service desk manager when undertaking the financial management of the Service Desk?

(Choose 3)

A.Budgeting calculations.

B.Unit costs calculations and analysis.

C.Return on investment calculations.

D.Stocks and Bonds calculations.

E.Staffing policies and procedures.

Answer: ABC

2. You have recently implemented structured information gathering for some aspects of the support offered by your team. What is the best description of this method of acquiring information?

(Choose 1)

A.Asking the questions required to enable you to complete a task.

B.Asking questions in a predefined sequence and format.

C.Asking the questions that you have been told to ask.

D.Asking customers to use email when requesting assistance.

Answer: B

3. Which two of the following are key components of a marketing programme?

(Choose 2)

A.Identifying the key customers.

B.Defining the message and communicating to the relevant audience.

C.Targeting messages to all IT.

D.Communication to all stakeholders in a similar manner.

E.Planning and scheduling ongoing communication.

Answer: BE

4. What is the primary objective of customer satisfaction surveys?

(Choose 1)

A.Customer satisfaction surveys determine if the Service Desk is following the SLA.

B.Customer satisfaction surveys establish a basis for future pay rises.

C.Customer satisfaction surveys identify what customers feel is important.

D.Customer satisfaction surveys demonstrate to senior management that the Service Desk is in demand.

Answer: C

5. What is the best criterion to use when deciding the type of support to provide to a customer?

(Choose 1)

A.Key performance indicators.

B.The customers authority level.

C.The incidents impact on the business.

D.The support resources available.

Answer: C

6. Customers seem reluctant to engage with SLAs. What two arguments can you use to convince them to become involved?

(Choose 2)

A.SLAs will improve working relationships.

B.IT can always deliver what customers want.

C.IT will become more streamlined.

D.SLAs allow customers the opportunity to criticise IT.

E.IT can prioritise resources to address specific requirements.

Answer: AE

7. How would you measure the success of Problem Management?

(Choose 2)

A.A reduced number of incidents at the Service Desk.

B.Reduced cost per call.

C.A reduced number of changes.

D.A reduction in the time taken to resolve known errors.

Answer: AD

8. Is it correct to say that in reality the Configuration Management Database must be accurate and up to
date?

(Choose 1)

A.Sometimes.

B.Always, where possible.

C.Always, without exception.

D.Only if the CIs are comprehensive.

Answer: B

9. What is the best description of self-healing tools?

(Choose 1)

A.Self-healing tools allow an analyst to control a customer desktop remotely.

B.Self-healing tools immediately dispatch an engineer when a customer makes a request.

C.Self-healing tools identify when a problem has occurred and automatically corrects it.

D.Self-healing tools remove the emotion from a support request.

Answer: C

10. What is the best explanation of strategic planning?

(Choose 1)

A.Medium-term projects that are necessary to enable realisation of the long term projects.

B.Development of corporate strategies for promotion of services.

C.A long-term vision of what an organisation needs to achieve in order to meet its objectives.

D.The detailed plan for achieving the objectives set by the strategic plan.

Answer: C

11. What are two of the key roles of the Service Desk in most organisations?

(Choose 2)

A.The key role of the Service Desk is to demonstrate its value to the organisation it serves.

B.The key role of the Service Desk is to ensure that all metrics are maintained and distributed.

C.The key role of the Service Desk is to enforce service level agreements.

D.The key role of the Service Desk is to provide technical support services to the executives in a timely

manner.

E.The key role of the Service Desk is responsibility for the management of incidents.

Answer: AE

12. What is the best description of the mission statement for a Service Desk?

(Choose 1)

A.The Service Desks mission statement describes the purpose of the desk, the services provided and the manner of their delivery.

B.The Service Desks mission statement documents future services to be provided.

C.The Service Desks mission statement explains how service levels will be met.

D.The Service Desks mission statement informs customers of strategies for improvement.

Answer: A

13. Where would you be most likely to find a values statement?

(Choose 1)

A.Marketing pamphlets.

B.Vision statement.

C.Mission statement.

D.ROI description.

Answer: C

14. What is the purpose of a vision statement?

(Choose 1)

A.To develop a strategy for business enhancements.

B.To inform customers about strategy outcomes and benefits.

C.To stretch peoples capabilities to the maximum.

D.To provide a longer term view of what the Service Desk wishes to become.

Answer: D

15. Which is a framework or standard for service desk best practice?

(Choose 1)

A.Six sigma.

B.ITIL.

C.TQM.

D.COBIT.

E.ISO9002

Answer: B

16. Which is considered to be a business best practice quality model?

(Choose 1)

A.HDI certification.

B.CMM.

C.COBIT.

D.Six Sigma.

Answer: D

17. What is the best way to prepare your Support Team to manage international calls?

(Choose 1)

A.Ask management for funds to train all your analysts in the languages that will be required by the project.

B.Find ways to employ analysts that speak all the languages that will require support services.

C.Interview each analyst to determine whether your analysts want to take international calls.

D.Use industry best practice as a benchmark and study successful companies that provide similar services.

Answer: D

18. If a member of your team is unable to converse easily with a customer, due to lack of sufficient fluency in their language, which courses of action would be the best to take?

(Choose 2)

A.Ask the customer to e-mail them later.

B.Ask the customer if a colleague at their site can help with the conversation.

C.Ask the customer to find a translation service and call you back.

D.Ask a colleague on the service desk to take the call instead of you.

Answer: BD

19. Which two actions will best provide you with the practical means for understanding cultural differences?

(Choose 2)

A.Reading books on outsourcing in other regions.

B.Undertaking research on successful multinational.

C.Visiting other countries.

D.Watching foreign films.

E.Studying another language.

r> D.Self-healing tools remove the emotion from a support request.

Answer: BC

20. Which actions are most likely to help you develop clear strategies to run your Service Desk effectively?

(Choose 2)

A.Attending an executive seminar.

B.Delivering a presentation to your senior management.

C.Encouraging your staff to participate in intra-departmental projects.

D.Networking with people in other organisations.

E.Acquiring understanding of key business issues for your organization.

Answer: DE