SDI SDC SD0-302 Practice Questions

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Question 1

Question Type: MultipleChoice

Which of these options would be an advantage you could confidently highlight when recommending

outsourcing to your organisation?

Options:

A- It will facilitate improved staffing flexibility
B- It will eliminate staffing problems
C- It will improve the profitability of the organisation
D- It will improve service performance

Answer:

A

Question 2

Question Type: MultipleChoice

You believe that a happy workforce is productive, and that if people are happy they will be less likely

to look for other employment. Which of these options is a method you can use for understanding the

levels of satisfaction in your team?

Options:

A- Provide a counselling service at the workplace and monitor how many of your team use it
B- Have an office that is away from your teams area so that they wont feel you are spying on them
C- Organise regular one-to-ones with your manager to let him/her know how everyone is doing
D- Observe how your team is performing on a day-to-day, week-by-week basis

Answer:

D

Question 3

Question Type: MultipleChoice

Which option options isT a principal activity of the Incident Management process?

Options:

A- Classification
B- Prioritisation
C- Escalation
D- Negotiation

Answer:

D

Question 4

Question Type: MultipleChoice

There are many support options available for Service Desks and their users today, the most traditional of which is telephone support. What typically is its main purpose?

Options:

A- To provide first-line support with an escalation route to other teams as required
B- To provide first and second-line support with all calls resolved at the Service Desk
C- To provide users with options to speak to other teams if the Service Desk is busy
D- To provide education to the user base on how to resolve basic issues themselves

Answer:

A

Question 5

Question Type: MultipleChoice

Which of these options best describes a common benefit of IT Change Management?

Options:

A- It provides a flexible method for approving and analysing Changes
B- It increases the visibility and communication of downtime
C- It protects the business environment by minimising disruptions
D- It prevents forward scheduling of Changes

Answer:

C

Question 6

Question Type: MultipleChoice

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

purpose of

Options:

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

Answer:

D

Question 7

Question Type: MultipleChoice

If you were describing the Change Management process to your team, which of the following would

be one of the main activities?

Options:

A- Change assessment for impact and risk analysis
B- Change origination assessment for approval
C- Change back-out analysis for implementation plans
D- Change date specification for post-implementation review

Answer:

A

Question 8

Question Type: MultipleChoice

One of your analysts has asked you what ITIL is. Which of these options is the best explanation you

could give him/her?

Options:

A- It is worldwide best practice and offers guidance for designing, planning, delivering and managing IT
Services and Support and it aligns with ISO/IEC 20000
B- It is worldwide methodology for best practice for all IT Services and Support and it aligns with ISO 9000
C- It is worldwide methodology for guidance in design, planning and delivering IT projects and it aligns
with ISO 15000
D- It is worldwide best practice for the implementation of IT Business strategies and it aligns with IEC/IEC
20000

Answer:

A

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