

## QQ0-301 Practice Test

### HDI HDI Service Desk Manager (SDM)

**QQ0-301: HDI Service Desk Manager (SDM)**

**Practice Exam:** QQ0-301 Exams

**Exam Number/Code:** QQ0-301

**Exam Name:** HDI Service Desk Manager (SDM)

**Questions and Answers:** 198 Q&As

**( HDI Worldwide )**



Exam : [QQ0-301](#)

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Exam : HDI QQ0-301

Title : HDI Service Desk Manager (SDM)

1. 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

2. 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

3. 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

4. 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

5. 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

6. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

14. 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

15. 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

16. 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

17. 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

18. 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

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. 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

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