

SDI

SDM-v9

Service Desk Manager v9

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Latest Version: 6.0

Question: 1

Which elements should be included in an effective virtual induction?

1. Pre-boarding preparation
2. A structured first week plan
3. Clear communication channels
4. Avoiding culture discussions until later

- A. 1, 2 and 3
B. 1, 3 and 4
C. 2, 3 and 4
D. 1, 2 and 4

Answer: A

Question: 2

Which part of an effective Service Desk strategy explicitly deals with uncertainty and potential limitations?

- A. Risks and Assumptions
B. Vision and Mission
C. High Level Strategic Objectives
D. Introduction

Answer: A

Question: 3

Which of the following is NOT part of a Service Desk Manager's role in Financial Management?

- A. Cost control
B. Budget planning and forecasting
C. Contract negotiation with external suppliers
D. Demonstrating transparency and accountability

Answer: C

Question: 4

Which of the following statements about why Continual Improvement is important and what it does is INCORRECT?

- A. Continual Improvement is important because it helps align services and practices with changing business needs
- B. Continual Improvement does this by continually improving products, services, and practices over time
- C. Continual Improvement does this by resolving incidents as quickly as possible when they occur
- D. Continual Improvement is important because it enhances service quality, efficiency, and business alignment

Answer: C

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