QUESTIONS & ANSWERS
Kill your exam at first Attempt

HDI

HD0-300

Help Desk Manager

http://killexams.com/exam-detail/HD0-300
QUESTION: 164
Which factor has the greatest effect on business continuity planning?

A. The cost of downtime to the business
B. The location of the support center
C. The price of implementing the plan
D. The return on investment (ROI)

Answer: A

QUESTION: 165
What is a best practice when taking action that will affect other departments or teams?

A. Give serious consideration to what people will think of you if your ideas do not work.
B. Hold discussions with other managers to identify the possible effects of your actions.
C. Implement your ideas as soon as you have decided on the best course of action.
D. Make a presentation to other teams letting them know what you have done.

Answer: B

QUESTION: 166
What is the best reason for having security policies in a support center?

A. Security policies are required by IT management.
B. Security policies ensure that security is everyone's concern.
C. Security policies protect the company and its customers from unauthorized access.
D. Security policies safeguard the support center's staff from liability.

Answer: C

QUESTION: 167
What is the primary purpose of problem management?

A. The primary purpose of problem management is to eliminate the cause of incidents.
B. The primary purpose of problem management is to reduce the number of incidents.
C. The primary purpose of problem management is to resolve incidents quickly.
D. The primary purpose of problem management is to restore normal service.

**Answer:** A

**QUESTION: 168**
What is the best description of a good leader?

A. A good leader demands performance from the team.
B. A good leader dictates to the team.
C. A good leader dominates the team.
D. A good leader inspires the team.

**Answer:** D

**QUESTION: 169**
What is the primary difference between incident management and problem management?

A. Problem management deals with conflicts within a service level agreement; incident management is independent of the service level agreement level agreement.
B. Problem management finds and eliminates the underlying causes of problems; incident management resolves incidents as quickly as possible as possible.
C. Problem management is focused on helping customers; incident management is focused on processes and procedures.
D. problem management prevents customers from calling; Incident management handles calls when customers do call.

**Answer:** B

**QUESTION: 170**
What is a best practice for building trusting relationships with other support groups?

A. Honor commitments you have made.
B. Implement service level reporting.
C. Market the support center's accomplishments.
D. Participate in quality assurance testing for new releases.

**Answer:** A

**QUESTION:** 171
Which action is most likely to help you develop clear strategies to help you run your support center?

A. Attend executive seminars.
B. Deliver presentations to senior management.
C. Encourage your staff to participate in interdepartmental projects.
D. Network with people in other organizations.

**Answer:** D

**QUESTION:** 172
How do you calculate ROI (Return On Investment)?

A. \((\text{Value} - \text{Cost}) / \text{Cost} \times 100\)
B. \((\text{Value} + \text{Cost}) / \text{Cost} \times 100\)
C. \((\text{Value} \times \text{Cost}) / \text{Cost} \times 100\)
D. It is not possible to calculate.

**Answer:** A

**QUESTION:** 173
What system allows you to view Key Performance Indicators in real time?

A. PKI
B. Computer Telephony Integration (CTI)
C. CTE
D. SETI

Answer: B

QUESTION: 174
What is a best practice for establishing effective relationships with other parts of the service organization?

A. Maximal personal benefits
B. Treat others as you would like to be treated.
C. There is no single best way

Answer: B

QUESTION: 175
What best describes the role of the support center in the change management process?

A. the support archives change report for the knowledge base
B. The support center authorizes the change after assessing its impact.
C. The support center documents customer queries to change
D. The support center tracks the impact the change has on customers.

Answer: D

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