

QUESTIONS & ANSWERS

Kill your exam at first Attempt



HDI

HDO-300

Help Desk Manager

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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. $(\text{Value} - \text{Cost}) / \text{Cost} * 100$
- B. $(\text{Value} + \text{Cost}) / \text{Cost} * 100$
- C. $(\text{Value} * \text{Cost}) / \text{Cost} * 100$
- 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

QUESTION: 176

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