SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

What is the purpose of the Request Fulfilment process?

A. It provides comprehensive feedback to users on the top-ten requests

B. It looks after all Service Requests from start to finish

C. It provides resolution for the most regular demands of users

D. It listens to and supplies all the users requirements

Correct Answer: B

QUESTION 2

You are speaking on the phone to a user who is clearly angry. What is the best technique youshould use in this situation?

A. Offer assistance and prevent them from venting

B. Be respectful and allow them to vent

C. Display empathy and assure them that it was not your fault

D. Use his/her name and agree with everything they say

Correct Answer: B

QUESTION 3

Which of these options is the best overall definition of stress?

A. The natural reaction of an individual to extreme workloads

B. Anindividuals reaction to unreasonable managerial demands

C. The natural reaction of an individual to ausers excessive service demands

D. Anindividuals natural reaction to change which may have both a positive and a negativeimpact

Correct Answer: D

QUESTION 4

Which of these options would typically be classified as a Service Request?

A. A request for a new server

B. A request to set up a new user

C. A request for enhancements to an in-house application

D. A request for a non-standard hardware item

Correct Answer: B

QUESTION 5

The Problem manager in your organisation has told you that one of his teams key tasks is Proactive Problem Management. What did he mean by this?

A. They talk to users about any inconveniences experienced when using their computers

B. They talk to Facilities Management about forthcoming office moves

C. They undertake satisfaction surveys

D. Theyanalyse Incident records to identify historical and current trends

Correct Answer: D

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