



# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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#### QUESTION 1

Which process is responsible for the protection of user names and personal data?

- A. Incident Management
- B. Security Management
- C. Human Resource Management
- D. Quality Assurance

Correct Answer: B

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#### QUESTION 2

You have an irate user on the phone who wishes to escalate his/her Incident to your Manager but s/he is currently unavailable; which of these techniques would help resolve the situation?

- A. Generally using an informal approach
- B. Maintaining a consistent and professional approach
- C. Suggesting that they call back when your manager is available
- D. Using language that matches their emotions

Correct Answer: B

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#### QUESTION 3

If you demonstrate confidence in your work as an SDA, what will be the benefit?

- A. You will not need to refer to procedures
- B. Other SDAs will always defer to you
- C. You will be able to control your calls effectively
- D. Your manager will agree with your decisions

Correct Answer: C

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#### QUESTION 4

A user has called and is clearly in a state of some distress due to their IT issue; how should you deal with this situation?

- A. Revert to formal communication in order to avoid emotional language



- B. Empathise with the user by using appropriate informal communication
- C. Politely advise the user to act professionally
- D. Send them an email with an appropriate emoticon to reflect their mood

Correct Answer: B

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#### QUESTION 5

Which option describes the most important reason for having a process in place for the effective capture and re-use of useful and relevant knowledge?

- A. It ensures that all Incidents are resolvable at the first point of contact
- B. It ensures that SDAs have access to the knowledge they require
- C. It ensures that the Service Desk is the highest profile IT team
- D. It ensures that the SDA is responsible for all knowledge content

Correct Answer: B

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