



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these statements is correct?

- A. Assertiveness demonstrates knowledge of your rights and the rights of others
- B. Assertiveness demonstrates only respect for others rights
- C. Assertiveness demonstrates a disregard of your rights and the rights of others
- D. Passiveness is the recommended form of behaviour in a support environment

Correct Answer: A

QUESTION 2

Which of these options forms part of the Problem Management process?

- A. A CAB meeting
- B. Trend analysis
- C. A Major Incident review
- D. Functional Escalation

Correct Answer: B

QUESTION 3

Under what circumstance would it be acceptable to ask a user a series of closed questions?

- A. When you are initially trying to establish the root cause of a users Incident
- B. When the user is giving a long winded and very detailed description of their issue
- C. When you are taking the details of a new Service Request
- D. When you are carrying out a quality review of a resolved Incident

Correct Answer: B

QUESTION 4

What is the difference between a desktop system and a server?

- A. A server is used only for emails, a desktop system can be used by many people
- B. A desktop system is a single user system, a server is used by many users



C. A server has a short life-expectancy, a desktop system has a long life-expectancy

D. A desktop system is a two-person workstation, a server is for one person only

Correct Answer: B

QUESTION 5

What is the best way for an SDA to enhance the image of the Service Desk?

A. Dress to reflect your professionalism

B. Ensure users are aware that the Service Desk is the key component in IT

C. Provide accurate information to users without denigrating other teams

D. Advise users of resolutions via the weekly Service Desk email

Correct Answer: C

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