SD0-101^{Q&As}

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QUESTION 1

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 2

Your manager has emphasised the importance of establishing effective working relationships with other teams in the organisation. Of these options, which is the most important activity you should undertake to enable this to happen?

A. Learn about andrecognise the roles and responsibilities of other teams

B. Ensure that your team is seen by users as their champion

C. Treat everyone according to their importance in theorganisation

D. Make certain that the IT director is aware of inter-team communication issues

Correct Answer: A

QUESTION 3

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

A. A server is used only foremails, a desktop system can be used by many people

B. A desktop system is a single usersystem, 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-personworkstation, a server is for one person only

Correct Answer: B

QUESTION 4

Your organisation documents company policies to which it expects all employees to adhere. What is the most important reason for SDAs to ensure they work within these policies?

A. Company policies support consistentbehaviour

B. Company policiesemphasise deviations from acceptable behaviour

C. Company policies meet theirmanagers criteria for success

D. Company policies support creative approaches for SDA activities

Correct Answer: A

QUESTION 5

Formal communication includes which of these options?

A. Theusers title and family name plus social discussion

B. Theusers first name, no titles plus social discussion

C. Theusers title and no social discussion

D. The users first name, social discussion and business terminology

Correct Answer: C

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