



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

Service Desk Analyst Qualification

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### QUESTION 1

A list of desirable attributes included in a job description for a Service Desk Analyst should include ...

- A. Seeing a users Incident or Service Request through to resolution, conveying a willingness to help and being nice to senior management
- B. Conveying a willingness to help,focussing on business needs and providing users with the best possible service
- C. Taking ownership of users Problems, maintaining a positive attitude and focusing your attention on the user
- D. Focussing on business needs, providing users with best possible service with an ability to answer a high volume of calls

Correct Answer: B

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### QUESTION 2

Which these options would NOT be a responsibility of the Service Desk?

- A. Representing the ITorganisation
- B. Delivering first time fixes
- C. Operating as a communications channel
- D. Providing a reliable IT infrastructure

Correct Answer: D

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### QUESTION 3

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 ofbehaviour in a support environment

Correct Answer: A

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### QUESTION 4

What are the benefits of conveying empathy to users?

- A. It makes the user think that you know how they feel and creates a rapport



- B. It makes the user think that you understand how they feel and that you have the technical skill to resolve their issue
- C. It makes the user feel sorry for you and creates a rapport
- D. It creates a rapport and helps the users understand how busy you are

Correct Answer: A

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#### QUESTION 5

What might your Service Desk do to build a good a relationship with its users?

- A. Produce detailed SLA reports
- B. Regularly hit 99.6% system availability
- C. Deliver consistent service levels
- D. Maintain a formal distance from users

Correct Answer: C

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