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

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Service Desk Analyst Qualification

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**QUESTION 1**

Which of these options is a commonly used peripheral device?

A. Scandisk

B. Mobile/cell phone

C. Email server

D. Scanner

Correct Answer: D

**QUESTION 2**

Your manager regularly reminds the team of the importance of following the status update process.Why is this process considered to be so important?

A. It reduces negative feedback from the IT director

B. It encourages users to call the Service Desk on a regular basis

C. It demonstrates to users that they are valued

D. It helps increase the Service Desks call volume

Correct Answer: C

**QUESTION 3**

Which of these options is a benefit of self-service technology?

A. Users can log their issues at any time

B. Reduces Problem resolution time

C. Removes the need for human support

D. Reduces the number of Incidents and Service Requests

Correct Answer: A

**QUESTION 4**

Which option best describes examples of information contained in a Service Catalogue?

A. The support model and components for each service and the SLAs in place

B. The service definition, users and customers of the services plus any related knowledge solutions

C. The service definition, the SLA in place and Incident records

D. The support model, components and service management reports

Correct Answer: A

QUESTION 5

Which option best describes an appropriate action for Incident closure?

A. Ensuring that the SLA has been met

B. Confirming the root cause and the changes required

C. Updating the Incident log as required

D. Sending the user a detailed audit trail of the Incident

Correct Answer: C

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