



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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

QUESTION 2

The relationship between the Service Desk and Technical Support is poor; what action would you recommend to improve the situation?

- A. Encourage the sharing of information between the two teams
- B. Escalate it immediately to management
- C. Live with it it happens in every organisation
- D. Suggest the technical support team have some soft-skills training

Correct Answer: A

QUESTION 3

Where would you find clear definitions of boundaries and procedures for dealing with inappropriate behaviour?

- A. Company policy documents
- B. Incident Management documents
- C. Service Desk procedure documents
- D. Service Level Agreement documents

Correct Answer: A

QUESTION 4

You receive a call from an important user whose language is very difficult to understand and the situation is becoming frustrating and awkward. What do you do?

- A. Keep trying to work with them to understand their issue



- B. Try and use some simple humour to lighten the situation and build rapport
- C. Drop the call and ask a manager to call back
- D. Keep the user on the line and escalate the call

Correct Answer: D

QUESTION 5

Your organisation has recently implemented SLAs and OLAs. A new starter on your team has confided in you that they don't really understand what an OLA is; how would you explain it to him/her?

- A. It is a legally enforceable contract between a user and a supplier to ensure user satisfaction with services offered
- B. It is an ad-hoc arrangement between internal support teams that is helpful to the support of a contract
- C. It is an agreement between internal support teams that defines the support necessary to meet delivery of IT Services
- D. It is a methodology used to measure compliance to standards of behaviour

Correct Answer: C

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