SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes the requirements for successful negotiation?

A. Set objective criteria to measureresults, determine the underlying need and be prepared to compromise

B. Acknowledge the benefit of the otherpersons ideas before enforcing your own

C. Recognise different personality types, emotions and motivations of participants and capitalise on their weaknesses

D. Get as many of the involved parties to agree to your ideas prior to any meeting

Correct Answer: A

QUESTION 2

Which of these options is NOT a common technology used by the Service Desk?

A. Automated Call Distribution (ACD)

B. Instant Messaging (IM)

C. Application sizing software

D. Self-help systems

Correct Answer: C

QUESTION 3

It is your first day answering calls on the Service Desk; what is the best way to greet users when answering the phone to give them the confidence that you know what you are doing?

A. State your name, the company name and ask how you may help

B. State your name, the company name and ask for the users details, explaining that you are new

C. State your name and company,apologise for your lack of experience and then ask for the users details

D. State your name and ask how you may help

Correct Answer: A

QUESTION 4

What is the main reason for having an Incident Management process?

A. To get users back to work within SLAs

B. To get users back to work within IT priorities

C. To get users back to work quickly

D. To get users back to work according to agreed processes

Correct Answer: C

QUESTION 5

What is the primary purpose for having an effective Incident Management process in place?

A. It ensures that all calls will be handled in order of receipt

B. It ensures that all calls from VIPs are given priority treatment

C. It measures the impact of availability and service quality

D. It ensures that service is restored as quickly as possible

Correct Answer: D

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