



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

What is the purpose of the Request Fulfilment process?

- A. It provides comprehensive feedback to users on the top-ten requests
- B. It looks after all Service Requests from start to finish
- C. It provides resolution for the most regular demands of users
- D. It listens to and supplies all the users requirements

Correct Answer: B

QUESTION 2

Your organisation is actively promoting the use of self-service technology. What is a disadvantage of this support option?

- A. Users and SDAs feel that the service now offered has become impersonal
- B. SDAs and users feel that the service now offered is haphazard
- C. The delivery of service now offered uses state-of-the-art technology
- D. The service now offered is too simplistic

Correct Answer: A

QUESTION 3

Which option is the best technique to use when speaking with someone from a different culture or who has difficulty communicating in your language?

- A. Ask the user to email you with the details
- B. Advise the user about language classes they can take
- C. Use paraphrasing to verify your understanding
- D. Speak informally to put them at their ease

Correct Answer: C

QUESTION 4

Which of the options best describes a key responsibility of a Service Desk Manager?

- A. To deliver ad-hoc levels of service quality from the Service Desk



- B. To promote the Service Desk to the organisation and users
- C. To manage Incidents and Major Incidents
- D. To develop and manage the Problem Management team

Correct Answer: B

QUESTION 5

Which process is responsible for ensuring a product, service or process is fit for purpose and that it continues to provide its intended value?

- A. Change Management
- B. Security Management
- C. Quality Assurance
- D. Service Level Management

Correct Answer: C

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