# 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 the best definition of an Incident?

A. An issue that has been diagnosed and for which a resolution or workaround is known

B. The underlying cause of one or more issues, the exact nature of which may not yet have been diagnosed

C. Any unplanned interruption to, or a reduction in the quality of, an IT Service

D. An issue requiring the support and input of IT support

Correct Answer: C

**QUESTION 2**

Which option is a responsibility of an SDA in the Security Management Process?

A. Giving out new passwords

B. Documenting the root cause of a password problem

C. Deciding on the access levels given to users

D. Enforcing the IT security policy

Correct Answer: D

**QUESTION 3**

What is a key advantage for both you and a user when you resolve his/her Incident using remote support?

A. The userdoesnt need to get involved in the resolution

B. Theusers lack of technical skill is less obvious

C. The SDA can showcase his/her technical abilities

D. The SDA can provide real-time training to the user

Correct Answer: D

**QUESTION 4**

Some things can get in the way of good communication which of these options has the biggest impact on a Service Desk?

A. Noise and general chatter

B. Inappropriate SLAs in place

C. An unreliable IT infrastructure

D. Theusers status in the organisation

Correct Answer: A

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## QUESTION 5

You are speaking on the phone to a user who is clearly angry. What is the best technique youshould use in this situation?

A. Offer assistance and prevent them from venting

B. Be respectful and allow them to vent

C. Display empathy and assure them that it was not your fault

D. Use his/her name and agree with everything they say

Correct Answer: B

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## QUESTION 6

Which of these options is the best overall definition of stress?

A. The natural reaction of an individual to extreme workloads

B. Anindividuals reaction to unreasonable managerial demands

C. The natural reaction of an individual to ausers excessive service demands

D. Anindividuals natural reaction to change which may have both a positive and a negativeimpact

Correct Answer: D

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## QUESTION 7

Which of the options best describes why confidentiality is important?

A. It protects the Service Desk Analyst from any embarrassment

B. It protects the user and company from cold calling

C. It protects the user and company from information abuse

D. It protects identity information

Correct Answer: C

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**QUESTION 8**

An Incident assigned to you requires a number of diagnostic procedures to be carried out over an extended period of time; when should you provide the user with a status update?

A. When any new information becomes available

B. Every hour, regardless of status

C. At appropriate intervals as agreed with the user

D. As soon as a final diagnosis has been made

Correct Answer: C

**QUESTION 9**

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

**QUESTION 10**

Typically, between which two parties would an Underpinning Contract be in place?

A. The Service Desk manager and an external supplier

B. The Service Desk and a technical resolver group

C. The IT organisation and a business department

D. The IT organisation and an external supplier

Correct Answer: D

**QUESTION 11**

Which of these options is a commonly used peripheral device?

A. Scandisk

B. Mobile/cell phone

C. Email server

D. Scanner

Correct Answer: D

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QUESTION 12

Which of these options would typically be included in a Security policy?

A. Rules concerning the visibility of Identity badges

B. Requirements concerning the location of access devices

C. Regulations regarding dress code in the workplace

D. Penalty definitions for failure to comply with various requirements

Correct Answer: A

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QUESTION 13

Which of these options is NOT a feature in standard PBX functionality?

A. Voicemail

B. Agent tracking

C. CTI

D. Conference calling

Correct Answer: C

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QUESTION 14

Which of these options best describes a router?

A. A device that connects sub-networks together

B. A device that connects one or more hubs

C. A device that connects one or more networks

D. A device that connects one or more network switches

Correct Answer: A

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**QUESTION 15**

Your Service Desk has a Standard Operating Procedure for telephone call handling. Which of these options would NOT be included in that procedure?

A. Using apersonalised greeting

B. Asking the right questions to elicit information

C. Listening to what the caller is telling you

D. Showing empathy for the user if appropriate

Correct Answer: A

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