



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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 2

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 3

Which of these options forms part of the Problem Management process?

- A. A CAB meeting
- B. Trend analysis
- C. A Major Incident review
- D. Functional Escalation

Correct Answer: B

QUESTION 4

You are re-branding your Help Desk into a Service Desk. How do you convince an old hand in the team to change their approach and start using a standard greeting? Explain to them that: A. It will demonstrate that the new management are in control of the group

- B. A standard greeting ensures that users can control the calls



- C. VIPs will get the same level of service as other users
- D. The reputation of the new group will be enhanced

Correct Answer: D

QUESTION 5

An SDA has produced a report for a user and although its contents are accurate, it is grammatically incorrect; what impact might there be if it is sent to the user?

- A. The data will be able to be easily reused
- B. The perceived status of the Service Desk will be reduced
- C. The content will be clear and easy to understand
- D. The SDA will have a sense of pride in his/her work

Correct Answer: B

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