



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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 2

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 3

Why is it important to keep to your commitments to your team members?

- A. It will help to ensure that bonuses are paid
- B. My colleagues will admire my achievements
- C. It improves the morale of the Service Desk
- D. Management will not criticise my behaviour

Correct Answer: C

QUESTION 4

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 5

Your manager regularly reminds the team of the importance of following the status update process. Why is this process considered to be so important?

- A. It reduces negative feedback from the IT director
- B. It encourages users to call the Service Desk on a regular basis
- C. It demonstrates to users that they are valued
- D. It helps increase the Service Desks call volume

Correct Answer: C

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