



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

A new trainee is being inducted into the Service Desk and s/he questions why there are procedures and the need for documentation. What should you tell him/her to justify the need for consistent procedures and processes?

- A. Clear procedures mean that everything is done uniformly to eliminate errors
- B. Clear procedures mean that customers receive consistent service
- C. SLAs and procedures ensure that staff will not be criticised if targets are not met
- D. Consistent procedures mean that SLAs and OLAs will always be met

Correct Answer: B

QUESTION 2

Which statement best describes methods by which customer satisfaction surveys are distributed?

- A. By informal chats, during appraisals and at the annual company meeting
- B. At management meetings, teambuilding events and team meetings
- C. By email, by telephone and at face-to-face interviews
- D. At department meetings, by anonymous mail-drops and by courier

Correct Answer: C

QUESTION 3

A primary responsibility of the Service Desk is to

- A. Manage Major Incidents
- B. Act as the resolver for all users Incidents and Service Requests
- C. Resolve Problems
- D. Acknowledge and record all Incidents and Service Requests

Correct Answer: D

QUESTION 4

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

QUESTION 5

Which is NOT a standard method of support from a Service Desk?

- A. Desk-side support
- B. Remote Control
- C. Instant Messaging
- D. Super-users

Correct Answer: D

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