



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of the options best describes primary components of a desktop or laptop system

- A. A processor (CPU), memory, a modem and a hard drive
- B. An external hard drive, a keyboard and a mouse
- C. An operating system, application software and memory
- D. A keyboard, memory and email software

Correct Answer: C

QUESTION 2

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 3

What should an SDA reasonably expect of users when they contact the service desk for assistance?

- A. To provide valuable information regarding their opinion of the Service Desk
- B. To provide valuable information regarding their view of the SLA
- C. To provide an opportunity to receive feedback regarding their technical ability
- D. To provide the relevant information needed to resolve their incident

Correct Answer: D

QUESTION 4

Your Service Desk has a Standard Operating Procedure for call handling that emphasises the importance of using the callers name during the call. What is a key reason for so doing?

- A. It lets the caller know that the SDA is using a call-logging system



- B. It re-focuses the callers attention on the call
- C. It emphasises that the Service Desk knows everyone in the organisation
- D. It creates a feeling of authority and control for the SDA

Correct Answer: B

QUESTION 5

What might your Service Desk do to build a good a relationship with its users?

- A. Produce detailed SLA reports
- B. Regularly hit 99.6% system availability
- C. Deliver consistent service levels
- D. Maintain a formal distance from users

Correct Answer: C

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