



# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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### QUESTION 1

Legal compliance has been stressed by your security manager as a requirement for the entire organisation. Which of these options is the best example of how legal compliance assists an organization to work securely?

- A. It creates a feeling of security for new starters
- B. It helps to keep the assets of the organisation safe
- C. It protects the moral integrity of the team
- D. It alleviates the need for CCTV in the office environment

Correct Answer: B

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### QUESTION 2

Which option is a key responsibility of the Service Desk as part of the Change Management Process?

- A. To monitor the most common Requests for Change originating from users
- B. To monitor the most common Requests for Change originating from Problem Management
- C. To monitor all Requests for Change irrespective of their origin
- D. To monitor the Change Schedule for possible causes of Incidents or Problems

Correct Answer: D

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### QUESTION 3

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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### QUESTION 4

A Service Desk operation requires an SDA to multi-task what does this mean in practice?

- A. Prioritising Incidents without ever needing to check with your manager



- B. Managing a number of Incidents at the same time
- C. Prioritising Incidents according to multi-level SLAs
- D. Delivering a large number of logged Incidents

Correct Answer: B

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#### QUESTION 5

Under what circumstance would it be acceptable to ask a user a series of closed questions?

- A. When you are initially trying to establish the root cause of a users Incident
- B. When the user is giving a long winded and very detailed description of their issue
- C. When you are taking the details of a new Service Request
- D. When you are carrying out a quality review of a resolved Incident

Correct Answer: B

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