



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

Service Desk Analyst Qualification

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#### QUESTION 1

Which option describes the most important reason for having a process in place for the effective capture and re-use of useful and relevant knowledge?

- A. It ensures that all Incidents are resolvable at the first point of contact
- B. It ensures that SDAs have access to the knowledge they require
- C. It ensures that the Service Desk is the highest profile IT team
- D. It ensures that the SDA is responsible for all knowledge content

Correct Answer: B

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#### QUESTION 2

Which of these options is an advantage of remote support?

- A. SDA dependence on remote support
- B. Incident visibility
- C. Users do not need to be involved
- D. Silent time

Correct Answer: B

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#### QUESTION 3

Which of these options would typically be included in a Security policy?

- A. Rules concerning the visibility of Identity badges
- B. Requirements concerning the location of access devices
- C. Regulations regarding dress code in the workplace
- D. Penalty definitions for failure to comply with various requirements

Correct Answer: A

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#### QUESTION 4

Which of these options best describes a router?

- A. A device that connects sub-networks together



- B. A device that connects one or more hubs
- C. A device that connects one or more networks
- D. A device that connects one or more network switches

Correct Answer: A

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#### QUESTION 5

It is your first day answering calls on the Service Desk; what is the best way to greet users when answering the phone to give them the confidence that you know what you are doing?

- A. State your name, the company name and ask how you may help
- B. State your name, the company name and ask for the users details, explaining that you are new
- C. State your name and company, apologise for your lack of experience and then ask for the users details
- D. State your name and ask how you may help

Correct Answer: A

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