

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes the requirements for successful negotiation?

- A. Set objective criteria to measure results, determine the underlying need and be prepared to compromise
- B. Acknowledge the benefit of the other person's ideas before enforcing your own
- C. Recognise different personality types, emotions and motivations of participants and capitalise on their weaknesses
- D. Get as many of the involved parties to agree to your ideas prior to any meeting

Correct Answer: A

QUESTION 2

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

QUESTION 3

Which of these options would typically be classified as a Service Request?

- A. A request for a new server
- B. A request to set up a new user
- C. A request for enhancements to an in-house application
- D. A request for a non-standard hardware item

Correct Answer: B

QUESTION 4

Which activity is part of Change Management?

- A. Trend Analysis
- B. Approval and scheduling

C. User acceptance testing

D. Business analysis

Correct Answer: B

QUESTION 5

Your organisation has recently implemented SLAs and OLAs. A new starter on your team has confided in you that they dont really understand what an OLA is; how would you explain it to him/her?

- A. It is a legally enforceable contract between a user and a supplier to ensure usersatisfaction with services offered
- B. It is an ad-hoc arrangement between internal support teams that is helpful to the support of a contract
- C. It is an agreement between internal support teams that defines the support necessary to meetdelivery of IT Services
- D. It is a methodology used to measure compliance to standards ofbehaviour

Correct Answer: C

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