

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

What is the main reason for having an Incident Management process?

- A. To get users back to work within SLAs
- B. To get users back to work within IT priorities
- C. To get users back to work quickly
- D. To get users back to work according to agreed processes

Correct Answer: C

QUESTION 2

What is the difference between ongoing and periodic customer satisfaction surveys?

- A. Ongoing surveys are carried out on every call whilst periodic surveys are run monthly
- B. Ongoing surveys are carried out over an extended time whilst periodic surveys are limited to specific events
- C. Ongoing surveys are carried out after Incidents whilst periodic surveys are run on a regular or annual basis
- D. Ongoing surveys are carried out for general information whilst periodic surveys aim to get more specific Incident-based data

Correct Answer: C

QUESTION 3

Where would you expect to see a screen pop? As a feature of

- A. The company screensaver
- B. An Instant Messaging conversation
- C. Computer Telephony Integration (CTI)
- D. The weekly marketing email

Correct Answer: C

QUESTION 4

Which of the options best describes the importance of security policies?

- A. They protect the company and user from authorised access

- B. They protect data integrity and corporate assets
- C. They confirm the identity of users and control password resets
- D. They limit users access to the Service Desk

Correct Answer: B

QUESTION 5

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 persons 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

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