SD0-101 ^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

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

A. They protect the company and user fromauthorised access

B. They protect data integrity and corporate assets

C. They confirm the identity of users and control password resets

D. They limitusers access to the Service Desk

Correct Answer: B

QUESTION 2

Your manager commented on your erratic time management during your last appraisal and asked you to improve your skills in this areA. Of these options, which is the most effective technique you can use to achieve this?

A. Ask your colleagues how they manage their time

B. Ask your manager to create a schedule of tasks and time to be taken

C. Document tasks relating to personal and business tasks

D. Prioritise your daily tasks in order of preference

Correct Answer: C

QUESTION 3

You are speaking to a user who is clearly a little worried about the Incident they have just experienced. What is the best method you should use to acknowledge their emotions?
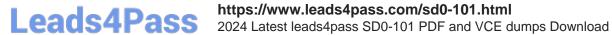
A. Tell them not to worry, theycant help it if they dont understand the technology

B. Reassure them and let them know that they are not the only person who has had this type of Incident

C. Send them an email listing the various basic technical courses they could attend to improve their skills

D. Pause for a moment and ask them to repeat what they just told you

Correct Answer: B

QUESTION 4

You are handling users Incidents or Service Requests - the impact of a language barrier can mean

A. A higher volume of Incidents and Service Requests are logged

B. The Priorities of Incidents and Service Requests are higher due to increased escalations

C. Customer satisfaction is higher due to the length of time spent on the calls

D. There is confusion about the details of the users Incident or Service Request

Correct Answer: D

QUESTION 5

What is the purpose of the Request Fulfilment process?

A. It provides comprehensive feedback to users on the top-ten requests

B. It looks after all Service Requests from start to finish

C. It provides resolution for the most regular demands of users

D. It listens to and supplies all the users requirements

Correct Answer: B

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