



SD0-101^{Q&As}

Service Desk Analyst Qualification

Pass SDI SD0-101 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/sd0-101.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which of the options best describes a key responsibility of a Service Desk Manager?

- A. To deliver ad-hoc levels of service quality from the Service Desk
- B. To promote the Service Desk to the organisation and users
- C. To manage Incidents and Major Incidents
- D. To develop and manage the Problem Management team

Correct Answer: B

QUESTION 2

Which of these options is NOT a recognised technique for managing stress?

- A. Participation in charity or fund-raising activities
- B. Undertaking physical exercise
- C. Participation in a reward and recognition scheme
- D. Using breathing techniques

Correct Answer: C

QUESTION 3

You are aware of a breach of the IT security policy by a colleague; which of these options is the most important reason for reporting this to the organisation?

- A. It will limit the damage to the organisation and the user
- B. It will ensure that the appropriate policy is observed and followed
- C. It is essential for audit compliance
- D. It will improve your career advancement

Correct Answer: A

QUESTION 4

Which of the options best describes primary components of a desktop or laptop system

- A. A processor (CPU), memory, a modem and a hard drive



- B. An external hard drive, a keyboard and a mouse
- C. An operating system, application software and memory
- D. A keyboard, memory and email software

Correct Answer: C

QUESTION 5

Which of these options is the best definition of an Incident?

- A. An issue that has been diagnosed and for which a resolution or workaround is known
- B. The underlying cause of one or more issues, the exact nature of which may not yet have been diagnosed
- C. Any unplanned interruption to, or a reduction in the quality of, an IT Service
- D. An issue requiring the support and input of IT support

Correct Answer: C

[Latest SD0-101 Dumps](#)

[SD0-101 Study Guide](#)

[SD0-101 Exam Questions](#)