



SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which option is a responsibility of an SDA in the Security Management Process?

- A. Giving out new passwords
- B. Documenting the root cause of a password problem
- C. Deciding on the access levels given to users
- D. Enforcing the IT security policy

Correct Answer: D

QUESTION 2

Which option is a benefit of using Knowledge Management in a Service Desk?

- A. This ensures that all staff will log Incidents uniformly
- B. It removes the need for training of Service Desk staff
- C. It reduces the Incident talk time for users
- D. It reduces the overall cost of support

Correct Answer: D

QUESTION 3

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

QUESTION 4

Which of these options is a recognised advantage of self-healing technology?

- A. It passes the cost of support to the users
- B. It reduces the requirement for SLAs



- C. It enables users to fix more Incidents themselves
- D. It decreases the cost of support

Correct Answer: D

QUESTION 5

Some things can get in the way of good communication which of these options has the biggest impact on a Service Desk?

- A. Noise and general chatter
- B. Inappropriate SLAs in place
- C. An unreliable IT infrastructure
- D. The users status in the organisation

Correct Answer: A

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