SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes how the Priority of an Incident is determined?

A. A combination of urgency and business impact as defined within the SLA

B. A combination of urgency and business impact as defined by the users immediate needs

C. A combination of urgency and business impact ascertained by the SDA at the point of logging

D. A combination of urgency and business impact and the availability of IT resources

Correct Answer: A

QUESTION 2

Which of these options is NOT part of the correct procedure for putting a user on hold?

A. Asking the user for permission to remotely access their system

B. Communicating a valid reason for putting the user on hold

C. Giving the user a reasonable time frame

D. Regularly updating the user about the wait-time

Correct Answer: A

QUESTION 3

Which of these options is a commonly used peripheral device?

A. Scandisk

B. Mobile/cell phone

C. Email server

D. Scanner

Correct Answer: D

QUESTION 4

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 5

A primary responsibility of the Service Desk is to

A. Manage Major Incidents

B. Act as the resolver for all users Incidents and Service Requests

C. Resolve Problems

D. Acknowledge and record all Incidents and Service Requests

Correct Answer: D