



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

Your team always tries to follow the Incident Management process correctly. How does this best benefit both IT and the organisation?

- A. It facilitates easier Change Management
- B. It creates an effective SKMS
- C. It minimises the need for user/Service Desk contact
- D. It gets people back to work quickly

Correct Answer: D

QUESTION 2

Under what circumstance would it be acceptable to ask a user a series of closed questions?

- A. When you are initially trying to establish the root cause of a user's Incident
- B. When the user is giving a long winded and very detailed description of their issue
- C. When you are taking the details of a new Service Request
- D. When you are carrying out a quality review of a resolved Incident

Correct Answer: B

QUESTION 3

Which of these options is the best overall definition of stress?

- A. The natural reaction of an individual to extreme workloads
- B. An individual's reaction to unreasonable managerial demands
- C. The natural reaction of an individual to a user's excessive service demands
- D. An individual's natural reaction to change which may have both a positive and a negative impact

Correct Answer: D

QUESTION 4

Which of these statements is correct?

- A. Assertiveness demonstrates knowledge of your rights and the rights of others



- B. Assertiveness demonstrates only respect for others rights
- C. Assertiveness demonstrates a disregard of your rights and the rights of others
- D. Passiveness is the recommended form of behaviour in a support environment

Correct Answer: A

QUESTION 5

One of your colleagues has recently become unable to focus on any issue for more than a few moments. What is this often an indicator of?

- A. Positive stress
- B. That s/he is going for a promotion
- C. Influence stress
- D. Negative stress

Correct Answer: D

[SD0-101 Practice Test](#)

[SD0-101 Study Guide](#)

[SD0-101 Braindumps](#)