



# SD0-101<sup>Q&As</sup>

Service Desk Analyst Qualification

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### QUESTION 1

Which of these options is NOT part of the Incident logging process?

- A. User identification and verification
- B. Incident prioritisation and classification
- C. Resolver group escalation
- D. Call recording

Correct Answer: D

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### QUESTION 2

Which of these options is the best definition of paraphrasing?

- A. To repeat in your own words what the user has said
- B. To repeat word for word what the manual says
- C. To repeat word for word what the user has said
- D. To repeat in the same tone what the user has said

Correct Answer: A

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### QUESTION 3

You have recently been allowed to use Instant Messaging as another form of support for your user-base. What is the key disadvantage of this method of support?

- A. It can become too informal
- B. It does not track activity
- C. It requires a spellchecker
- D. It automatically creates emoticons

Correct Answer: B

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### QUESTION 4

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

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#### QUESTION 5

What is the correct procedure for leaving a voice mail?

- A. Leave your name and tell the user you will call them back in the next hour or so
- B. Leave the date, time and your name, SLA requirements, detailed information regarding the Service Desk process for this type of incident and advise them to do nothing until they hear from you again
- C. Leave your name, date and time, contact number, incident number, the reason for your call and any action required of the user
- D. Leave the user with the message that the service desk tried to call them, give the time and date of the call, advise them that there has been a development with their incident

Correct Answer: C

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