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Service Desk Analyst Qualification

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QUESTION 1

Which process is responsible for the protection of user names and personal data?

- A. Incident Management
- B. Security Management
- C. Human Resource Management
- D. Quality Assurance

Correct Answer: B

QUESTION 2

What should an SDA reasonably expect of users when they contact the service desk for assistance?

- A. To provide valuable information regarding their opinion of the Service Desk
- B. To provide valuable information regarding their view of the SLA
- C. To provide an opportunity to receive feedback regarding their technical ability
- D. To provide the relevant information needed to resolve their incident

Correct Answer: D

QUESTION 3

Which of these options best describes a router?

- A. A device that connects sub-networks together
- B. A device that connects one or more hubs
- C. A device that connects one or more networks
- D. A device that connects one or more network switches

Correct Answer: A

QUESTION 4

What is a clear sign that there is a conflict or potentially difficult situation emerging during a call?

- A. The caller says that they need to hang up to go to a meeting
- B. The caller indicates that their issue must be resolved quickly



- C. The caller indicates that they don't understand Service Desk processes
- D. The caller starts speaking more slowly and quietly

Correct Answer: D

QUESTION 5

What is the difference between a desktop system and a server?

- A. A server is used only for emails, a desktop system can be used by many people
- B. A desktop system is a single user system, a server is used by many users
- C. A server has a short life-expectancy, a desktop system has a long life-expectancy
- D. A desktop system is a two-person workstation, a server is for one person only

Correct Answer: B

QUESTION 6

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

QUESTION 7

Which option best describes the difference between open and closed questioning?

- A. Open questions may elicit any answer, whilst closed questions can only have one answer
- B. Open questions aim to draw out more information, whilst closed questions elicit simple factual responses
- C. Open questions are objective and closed questions are subjective
- D. Open questions don't provide clear answers whilst closed questions are factual

Correct Answer: B

**QUESTION 8**

How would you best describe a server to a user?

- A. A device that is sited in a remote location
- B. A device that provides users with the services they require
- C. A device that is used to manage multiple transactions across the network
- D. A device that is used to route IT systems across a number of networks

Correct Answer: B

QUESTION 9

Which would be a common use of self-healing technology?

- A. Automated dial-up
- B. Anti-virus software
- C. Password locking
- D. Autonomous agent

Correct Answer: B

QUESTION 10

Your manager commented on your erratic time management during your last appraisal and asked you to improve your skills in this area. Of these options, which is the most effective technique you can use to achieve this?

- A. Ask your colleagues how they manage their time
- B. Ask your manager to create a schedule of tasks and time to be taken
- C. Document tasks relating to personal and business tasks
- D. Prioritise your daily tasks in order of preference

Correct Answer: C

QUESTION 11

Which option is a key responsibility of the Service Desk as part of the Change Management Process?

- A. To monitor the most common Requests for Change originating from users
- B. To monitor the most common Requests for Change originating from Problem Management



- C. To monitor all Requests for Change irrespective of their origin
- D. To monitor the Change Schedule for possible causes of Incidents or Problems

Correct Answer: D

QUESTION 12

What is the most important thing to remember when writing an email?

- A. Use emoticons to individualise your emails
- B. Use abbreviations to ensure a speedy response
- C. Review your email if you have time
- D. Use a clear, concise style of writing

Correct Answer: D

QUESTION 13

Which of the options best describes the importance of security policies?

- A. They protect the company and user from authorised access
- B. They protect data integrity and corporate assets
- C. They confirm the identity of users and control password resets
- D. They limit users access to the Service Desk

Correct Answer: B

QUESTION 14

Your organisation has recently implemented SLAs and OLAs. A new starter on your team has confided in you that they dont really understand what an OLA is; how would you explain it to him/her?

- A. It is a legally enforceable contract between a user and a supplier to ensure usersatisfaction with services offered
- B. It is an ad-hoc arrangement between internal support teams that is helpful to the support of a contract
- C. It is an agreement between internal support teams that defines the support necessary to meetdelivery of IT Services
- D. It is a methodology used to measure compliance to standards ofbehaviour

Correct Answer: C



QUESTION 15

The main purposes of PBX and ACD systems are to

- A. Provide basic telephony functions to the Service Desk and identify users to the SDA
- B. Provide basic telephony functions to the Service Desk and screen pop-ups
- C. Provide basic telephony functions to the Service Desk and to route calls to Service Desk staff based on predefined processes
- D. Provide basic telephony functions to the Service Desk and to route calls to Service Desk staff based on SDA preferences

Correct Answer: C

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