

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options is a primary objective of customer satisfaction surveys?

- A. To benchmark and trend customer satisfaction
- B. To make users feel important
- C. To assist in developing new products and services based upon technical requirements
- D. To improve management processes and reporting

Correct Answer: A

QUESTION 2

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 3

Which option is a common form of call monitoring in a Service Desk?

- A. Remote service continuity observation
- B. Remote call management observation
- C. Remote delivery observation
- D. Remote service observation

Correct Answer: D

QUESTION 4

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

QUESTION 5

Which option best describes an appropriate action for Incident closure?

- A. Ensuring that the SLA has been met
- B. Confirming the root cause and the changes required
- C. Updating the Incident log as required
- D. Sending the user a detailed audit trail of the Incident

Correct Answer: C

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