

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

Service Desk Analyst Qualification

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**QUESTION 1**

You have an irate user on the phone who wishes to escalate his/her Incident to your Manager but s/he is currently unavailable; which of these techniques would help resolve the situation?

- A. Generally using an informal approach
- B. Maintaining a consistent and professional approach
- C. Suggesting that they call back when your manager is available
- D. Using language that matches their emotions

Correct Answer: B

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**QUESTION 2**

You are on a call which is degenerating into a tirade of abuse from the caller; how do you react and deal with this?

- A. Politely warn the user that they are in the wrong and should calm down
- B. Strongly inform the user that you will not stand for abuse in the workplace
- C. Strongly warn the user that you will not resolve their issue if they continue to be abusive
- D. Politely warn the user that you will hang up or transfer the call if they continue to be abusive

Correct Answer: D

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**QUESTION 3**

Which option best describes examples of information contained in a Service Catalogue?

- A. The support model and components for each service and the SLAs in place
- B. The service definition, users and customers of the services plus any related knowledge solutions
- C. The service definition, the SLA in place and Incident records
- D. The support model, components and service management reports

Correct Answer: A

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**QUESTION 4**

Which option is the best example of a closed question?

- A. What are the symptoms of your Incident?

- B. Tell me what you were doing immediately prior to the Incident?
- C. What version of the software do you have?
- D. How can I be of help?

Correct Answer: C

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**QUESTION 5**

Which process is responsible for ensuring a product, service or process is fit for purpose and that it continues to provide its intended value?

- A. Change Management
- B. Security Management
- C. Quality Assurance
- D. Service Level Management

Correct Answer: C

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**QUESTION 6**

A Service Desk operation requires an SDA to multi-task what does this mean in practice?

- A. Prioritising Incidents without ever needing to check with your manager
- B. Managing a number of Incidents at the same time
- C. Prioritising Incidents according to multi-level SLAs
- D. Delivering a large number of logged Incidents

Correct Answer: B

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**QUESTION 7**

Which option best describes the benefits of professionally managing a call?

- A. It optimises talk time and reduces the volume of calls handled
- B. It increases the problem resolution rate and the level of customer satisfaction
- C. It increases the average call duration and establishes credibility for the Service Desk
- D. It increases the confidence of the SDA and the level of customer satisfaction

Correct Answer: D

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**QUESTION 8**

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

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

Correct Answer: D

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**QUESTION 9**

Which of these options can be described as controlling tasks that are measurable, definable and repeatable?

- A. Company Practices
- B. Process Management
- C. ITIL Processes
- D. Service Management

Correct Answer: B

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**QUESTION 10**

What is the best reason for an SDA to follow documented processes and procedures?

- A. It ensures that all customers perform consistently
- B. It ensures that the SDA performs consistently
- C. It ensures that customers consistently provide positive feedback
- D. It ensures that the manager is protected from irate users

Correct Answer: B

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**QUESTION 11**

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

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**QUESTION 12**

What is a VPN?

- A. A public virtual network for safe multi-user access
- B. A private virtual network for safe remote user access
- C. A public network for safe network access for users
- D. A private network for individual virtual users

Correct Answer: B

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**QUESTION 13**

Formal communication includes which of these options?

- A. The users title and family name plus social discussion
- B. The users first name, no titles plus social discussion
- C. The users title and no social discussion
- D. The users first name, social discussion and business terminology

Correct Answer: C

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**QUESTION 14**

What is the best type of questioning to use to disengage a caller whilst ensuring a professional approach to call management?

- A. Reflective questions
- B. Rapid questions
- C. Open questions
- D. Closed questions

Correct Answer: D

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**QUESTION 15**

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

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