

SD0-101^{Q&As}

Service Desk Analyst Qualification

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QUESTION 1

Which of these options best describes the requirements for successful negotiation?

- A. Set objective criteria to measure results, determine the underlying need and be prepared to compromise
- B. Acknowledge the benefit of the other person's ideas before enforcing your own
- C. Recognise different personality types, emotions and motivations of participants and capitalise on their weaknesses
- D. Get as many of the involved parties to agree to your ideas prior to any meeting

Correct Answer: A

QUESTION 2

Which option is the best example of an open question?

- A. Where is the key?
- B. Please tell me about the situation?
- C. Please tell me the serial number?
- D. Which floor is your office on?

Correct Answer: B

QUESTION 3

What is the difference between ongoing and periodic customer satisfaction surveys?

- A. Ongoing surveys are carried out on every call whilst periodic surveys are run monthly
- B. Ongoing surveys are carried out over an extended time whilst periodic surveys are limited to specific events
- C. Ongoing surveys are carried out after incidents whilst periodic surveys are run on a regular or annual basis
- D. Ongoing surveys are carried out for general information whilst periodic surveys aim to get more specific incident-based data

Correct Answer: C

QUESTION 4

Which option is the best technique to use when speaking with someone from a different culture or who has difficulty communicating in your language?

- A. Ask the user to email you with the details

- B. Advise the user about language classes they can take
- C. Use paraphrasing to verify your understanding
- D. Speak informally to put them at their ease

Correct Answer: C

QUESTION 5

How best might you use silent time during a call?

- A. By reviewing with the user what's happened with the call so far
- B. By clearly identifying whether this is a Service Desk issue
- C. By asking about the user's emotional state
- D. By describing the detail of the behind-the-scenes support process

Correct Answer: A

QUESTION 6

What are the SDAs responsibilities in the Incident Management process?

- A. Logging, escalating and closing Incidents
- B. Updating the SKMS with new known errors
- C. Reporting on the Incident performance of resolver groups
- D. Ensuring that Incidents are given the appropriate technical resource

Correct Answer: A

QUESTION 7

Which option is a benefit of using self-help?

- A. It allows users to resolve some incidents at any time
- B. It gives users the opportunity to become technical experts
- C. It avoids the inconvenience of telephone handling
- D. It gives users the ability to self-diagnose their incidents in future

Correct Answer: A

QUESTION 8

Which of these statements about Problem Management is INCORRECT?

- A. The Service Desk is not responsible for Problem Management but may be required to work with technical teams to diagnose Problems
- B. The Service Desk is not responsible for Problem Management but manages Major Incident reviews
- C. The Service Desk is not responsible for Problem Management but contributes by identifying recurring Incidents
- D. The Service Desk is not responsible for Problem Management but uses known errors to aid fast resolution

Correct Answer: B

QUESTION 9

Typically, between which two parties would an Underpinning Contract be in place?

- A. The Service Desk manager and an external supplier
- B. The Service Desk and a technical resolver group
- C. The IT organisation and a business department
- D. The IT organisation and an external supplier

Correct Answer: D

QUESTION 10

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 11

Which of these options is the best definition of an Incident?

- A. An issue that has been diagnosed and for which a resolution or workaround is known
- B. The underlying cause of one or more issues, the exact nature of which may not yet have been diagnosed

- C. Any unplanned interruption to, or a reduction in the quality of, an IT Service
- D. An issue requiring the support and input of IT support

Correct Answer: C

QUESTION 12

Which of these options best describes Problem Management?

- A. A process to avoid Incidents being logged
- B. A process to reduce the impact of preventable Incidents
- C. A process to increase the capability of Incident Management
- D. A process to prevent Incidents from occurring

Correct Answer: D

QUESTION 13

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 14

A user has called and is clearly in a state of some distress due to their IT issue; how should you deal with this situation?

- A. Revert to formal communication in order to avoid emotional language
- B. Empathise with the user by using appropriate informal communication
- C. Politely advise the user to act professionally
- D. Send them an email with an appropriate emoticon to reflect their mood

Correct Answer: B

QUESTION 15

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 ausers 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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