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Exam : **SD0-101**

Title : Service Desk Analyst
Qualification

Version : Demo

1. Your manager has told you that the Service Desk team must provide excellent customer service at all times. As an SDA, what is the most important thing you must do to ensure that this happens?

- A. Always show plenty of sympathy to the users
- B. Always follow the procedures you understand best
- C. Always reprimand colleagues who fail to deliver service excellence
- D. Always listen to what users tell you

Answer: D

2. 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

Answer: A

3. 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?

Answer: C

4. 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

Answer: D

5. Which of these options is NOT part of the correct procedure for putting a user on hold?

- A. Asking the user for permission to remotely access their system
- B. Communicating a valid reason for putting the user on hold
- C. Giving the user a reasonable time frame
- D. Regularly updating the user about the wait-time

Answer: A

6. 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 user satisfaction 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 meet delivery of IT Services
- D. It is a methodology used to measure compliance to standards of behaviour

Answer: C

7. Which option is a benefit of using Knowledge Management in a Service Desk?

- A. This ensures that all staff will log Incidents uniformly
- B. It removes the need for training of Service Desk staff
- C. It reduces the Incident talk time for users
- D. It reduces the overall cost of support

Answer: D

8. In order to measure its efficiency, a Service Desk routinely measures First Contact Resolution performance; what else might this data be used for?

- A. To measure the effectiveness of the escalation procedure
- B. To indicate levels of customer satisfaction
- C. To measure how long users wait to speak to an SDA

D. To evaluate and adjust staffing levels

Answer: B

9. Which option best describes one of the roles of an SDA?

A. Managing users expectations

B. Delivering problem support

C. Negotiating SLAs with customers

D. Achieving reporting targets

Answer: A

10. Consider your responsibilities as an SDA: which of these options best describes one of your principal responsibilities?

A. To provide easily understood and accurate answers to users questions

B. To provide technically detailed answers to users questions

C. To provide users with information about the workings of the Service Desk

D. To provide recommendations about technical courses to users

Answer: A

11. A primary responsibility of the Service Desk is to

A. Manage Major Incidents

B. Act as the resolver for all users Incidents and Service Requests

C. Resolve Problems

D. Acknowledge and record all Incidents and Service Requests

Answer: D

12. Which these options would NOT be a responsibility of the Service Desk?

A. Representing the IT organisation

B. Delivering first time fixes

C. Operating as a communications channel

D. Providing a reliable IT infrastructure

Answer: D

13. 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

Answer: D

14. Which of the options best describes a key responsibility of a Service Desk Manager?

- A. To deliver ad-hoc levels of service quality from the Service Desk
- B. To promote the Service Desk to the organisation and users
- C. To manage Incidents and Major Incidents
- D. To develop and manage the Problem Management team

Answer: B

15. If you are asked to name a Service Desk best practice, which option would be relevant?

- A. SAP
- B. KCS
- C. Problem Management
- D. itSMF

Answer: B

16. Your organisation documents company policies to which it expects all employees to adhere. What is the most important reason for SDAs to ensure they work within these policies?

- A. Company policies support consistent behaviour
- B. Company policies emphasise deviations from acceptable behaviour
- C. Company policies meet their managers criteria for success
- D. Company policies support creative approaches for SDA activities

Answer: A

17. Where would you find clear definitions of boundaries and procedures for dealing with inappropriate behaviour?

- A. Company policy documents
- B. Incident Management documents
- C. Service Desk procedure documents
- D. Service Level Agreement documents

Answer: A

18. A new trainee is being inducted into the Service Desk and s/he questions why there are procedures and the need for documentation. What should you tell him/her to justify the need for consistent procedures and processes?

- A. Clear procedures mean that everything is done uniformly to eliminate errors
- B. Clear procedures mean that customers receive consistent service
- C. SLAs and procedures ensure that staff will not be criticised if targets are not met
- D. Consistent procedures mean that SLAs and OLAs will always be met

Answer: B

19. 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

Answer: B

20. Which of these options best describes personal accountability?

- A. Delivering excellent levels of service quality
- B. Admitting to errors
- C. Taking ownership of your teams Incidents and Service Requests
- D. Behaving and dressing in a distinctive manner

Answer: B

21. Why is it important to keep to your commitments to your team members?

- A. It will help to ensure that bonuses are paid
- B. My colleagues will admire my achievements
- C. It improves the morale of the Service Desk
- D. Management will not criticise my behaviour

Answer: C

22. What is the best way for an SDA to enhance the image of the Service Desk?

- A. Dress to reflect your professionalism
- B. Ensure users are aware that the Service Desk is the key component in IT
- C. Provide accurate information to users without denigrating other teams
- D. Advise users of resolutions via the weekly Service Desk email

Answer: C

23. A list of desirable attributes included in a job description for a Service Desk Analyst should include ...

- A. Seeing a users Incident or Service Request through to resolution, conveying a willingness to help and being nice to senior management
- B. Conveying a willingness to help, focussing on business needs and providing users with the best possible service
- C. Taking ownership of users Problems, maintaining a positive attitude and focussing your attention on the user
- D. Focussing on business needs, providing users with best possible service with an ability to answer a high volume of calls

Answer: B

24. We should maintain a positive service attitude at all times; which option is the best reason for doing so?

- A. A good service attitude will improve SLA performance

- B. Users will see the Service Desk as cheerful happy people
- C. It will help to build confidence in the service
- D. A bad attitude means that SLAs wont be met

Answer: C

25. Which of these options is a characteristic of a successfully performing team?

- A. Attendance at team social events is mandatory.
- B. The team leader closely manages everyone equally
- C. A team member will do anything to be the best
- D. Everyone actively listens to each other

Answer: D

26. Which attribute would you expect from good team members?

- A. They are nice to everyone
- B. They have good timekeeping skills
- C. They listen to other peoples point of view
- D. They cover up their mistakes

Answer: C

27. Which of these options best describes a benefit of good teamwork?

- A. There is always someone else to pick up any work you fail to do
- B. There is commitment to team decisions
- C. There is a specialist for each product or service
- D. There is less need for person-to-person communication

Answer: B

28. Which option is NOT a characteristic of a successful team?

- A. Trust is encouraged amongst team members
- B. Support from senior management is received
- C. League tables are published

D. Participation in the decision-making process is encouraged

Answer: C

29. How would you characterise a failing team?

- A. It is managed without SLAs
- B. Its members are very touchy feely
- C. Its members demonstrate low morale
- D. It is solely focussed on business objectives

Answer: C

30. Your manager has emphasised the importance of establishing effective working relationships with other teams in the organisation. Of these options, which is the most important activity you should undertake to enable this to happen?

- A. Learn about and recognise the roles and responsibilities of other teams
- B. Ensure that your team is seen by users as their champion
- C. Treat everyone according to their importance in the organisation
- D. Make certain that the IT director is aware of inter-team communication issues

Answer: A