

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

Service Desk Analyst Qualification

**Pass SDI SD0-101 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/sd0-101.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by SDI Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

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 give users the ability to self-diagnose their incidents in future

Correct Answer: A

---

**QUESTION 2**

How is a peripheral device different from its host computer?

- A. It runs at the edge of the computers network infrastructure
- B. It is regarded as an unknown device by the CPU
- C. It runs as part of a wider area network
- D. It is regarded as an external component to the CPU

Correct Answer: D

---

**QUESTION 3**

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 4**

Which of these options is NOT considered to be proper Short Message Service (SMS) and Instant Messaging (IM) etiquette?

- A. Avoiding the use of abbreviations and emoticons

- B. Avoiding the use of punctuation and single word phrases
- C. Writing clear and concise messages
- D. Taking time to review your message before sending

Correct Answer: B

---

#### **QUESTION 5**

The Problem manager in your organisation has told you that one of his teams key tasks is Proactive Problem Management. What did he mean by this?

- A. They talk to users about any inconveniences experienced when using their computers
- B. They talk to Facilities Management about forthcoming office moves
- C. They undertake satisfaction surveys
- D. They analyse Incident records to identify historical and current trends

Correct Answer: D

[SD0-101 Practice Test](#)

[SD0-101 Study Guide](#)

[SD0-101 Exam Questions](#)