Free Questions for SD0-101 by dumpssheet

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Question 1

Which of these options would typically be classified as a Service Request?

Options:

A- A request for a new server

B- A request to set up a new user

C- A request for enhancements to an in-house application

D- A request for a non-standard hardware item

Answer:

B

Question 2

What is the purpose of the Request Fulfilment process?

Options:

A- It provides comprehensive feedback to users on the top-ten requests

B- It looks after all Service Requests from start to finish

C- It provides resolution for the most regular demands of users

D- It listens to and supplies all the users requirements

Answer:

B

Question 3

Question Type: MultipleChoice

Which option best describes an appropriate action for Incident closure?

Options:

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

Answer:

C

Question 4

Question Type: **MultipleChoice**

Which of these options best describes how the Priority of an Incident is determined?

Options:

A- A combination of urgency and business impact as defined within the SLA

B- A combination of urgency and business impact as defined by the users immediate needs

C- A combination of urgency and business impact ascertained by the SDA at the point of logging

D- A combination of urgency and business impact and the availability of IT resources

Answer:

A

Question 5

Question Type: **MultipleChoice**

When you log a user support call what information must you be sure to capture?

Options:

A- The users expectation of the SLA

B- The Service Desks current workload

C- The last date the user contacted the Service Desk

D- The way the user describes the Incident

Question 6

Question Type: **MultipleChoice**

Which of these options is NOT part of the Incident logging process?

Options:

A- User identification and verification

B- Incident prioritisation and classification

C- Resolver group escalation

D- Call recording

Answer:

D

Question 7

Which of these options best describes primary reasons for Service Desks logging all user issues?

Options:

A- To provide an audit trail of user interactions and influence ongoing process improvement

B- To provide data to perform root cause analysis and incentivise SDA performance

C- To provide data to measure customer satisfaction and for other teams to use

D- To document the workload of the Service Desk and create a competitive environment

Answer:

A

Question 8

Your team always tries to follow the Incident Management process correctly. How does this best

benefit both IT and the organisation?

Options:

A- It facilitates easier Change Management

B- It creates an effective SKMS

C- It minimises the need for user/Service Desk contact

D- It gets people back to work quickly

Answer:

D

Question 9

Question Type: **MultipleChoice**

What are the SDAs responsibilities in the Incident Management process?

Options:

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

Answer:

A

Question 10

Question Type: MultipleChoice

Which of these options best describes the first stage of the Incident Management process?

Options:

A- Ownership, monitoring, tracking and communication

B- Incident classification and initial support

C- Incident investigation and diagnosis

D- Incident detection, reporting and recording

Answer:

D

Question 11

Question Type: MultipleChoice

What is the primary purpose for having an effective Incident Management process in place?

Options:

A- It ensures that all calls will be handled in order of receipt

B- It ensures that all calls from VIPs are given priority treatment

C- It measures the impact of availability and service quality

D- It ensures that service is restored as quickly as possible

Answer:

D

Question 12

Question Type: MultipleChoice

What is the main reason for having an Incident Management process?

Options:

A- To get users back to work within SLAs

B- To get users back to work within IT priorities

C- To get users back to work quickly

D- To get users back to work according to agreed processes

Answer:

C