



Free Questions for [SD0-101](#) by [ebraindumps](#)

Shared by [Juarez](#) on [12-12-2023](#)

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

Which of these options best describes a router?

Options:

- A- A device that connects sub-networks together
- B- A device that connects one or more hubs
- C- A device that connects one or more networks
- D- A device that connects one or more network switches

Answer:

A

Question 2

Question Type: MultipleChoice

A central connecting device that joins communication lines together, often in a star configuration, is a description of what component of a network?

Options:

- A- The router (or gateway)
- B- The central processor unit (or CPU)
- C- The hub (or switch)
- D- The cables (or wiring)

Answer:

C

Question 3

Question Type: MultipleChoice

How would you best describe a server to a user?

Options:

- A- A device that is sited in a remote location
- B- A device that provides users with the services they require
- C- A device that is used to manage multiple transactions across the network
- D- A device that is used to route IT systems across a number of networks

Answer:

B

Question 4

Question Type: MultipleChoice

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

Options:

- 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

Answer:

A

Question 5

Question Type: MultipleChoice

Your have recently been allowed to use Instant Messaging as another form of support for your user-base. What is the key disadvantage of this method of support?

Options:

A- It can become too informal

B- It does not track activity

- C- It requires a spellchecker
- D- It automatically creates emoticons

Answer:

B

Question 6

Question Type: MultipleChoice

Why might a Service Desk use Instant Messaging?

Options:

- A- To facilitate an immediate response from users
- B- To deliver a high first contact resolution rate to users
- C- To help users with simple issues that dont need to be logged
- D- To remove the need to speak directly to users

Answer:

A

Question 7

Question Type: MultipleChoice

Which of these options is an advantage of remote support?

Options:

- A- SDA dependence on remote support
- B- Incident visibility
- C- Users do not need to be involved
- D- Silent time

Answer:

B

Question 8

Question Type: MultipleChoice

What is a key advantage for both you and a user when you resolve his/her Incident using remote support?

Options:

- A- The user doesnt need to get involved in the resolution
- B- The users lack of technical skill is less obvious
- C- The SDA can showcase his/her technical abilities
- D- The SDA can provide real-time training to the user

Answer:

D

To Get Premium Files for SD0-101 Visit

<https://www.p2pexams.com/products/sd0-101>

For More Free Questions Visit

<https://www.p2pexams.com/sdi/pdf/sd0-101>

