



PeopleCert SDA Dumps

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Question 1

Question Type: MultipleChoice

'Technology by which a process or procedure is performed with minimal human interaction' is known as what?

Options:

- A- AI
- B- Automation
- C- Self-Service
- D- Self-Logging

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Answer:

B

Explanation:

The definition describes Automation. Automation uses technology to execute a defined process, procedure, or sequence of activities with limited human intervention. In a Service Desk context, automation can be applied to routine activities such as notifications, ticket routing, monitoring responses, account workflows, standard request fulfilment, and other repetitive tasks where reliable rules or workflows can be established. Artificial Intelligence is different. AI can provide capabilities such as natural-language understanding, pattern recognition, prediction, classification, and generated responses. AI may enable or enhance automation, but the two concepts are not synonymous. A workflow can be automated without using AI. Self-service allows customers to obtain information or fulfil certain requirements without direct analyst assistance, while self-logging is a narrower capability that allows customers to create their own incident or service-request records. Both can use automation, but neither represents the general definition given. SDA v9 treats AI and automation as related but distinct concepts, requiring analysts to recognise their applications, benefits, and challenges within service management. Accordingly, the phrase "performed with minimal human interaction" identifies Automation, making B the correct answer.

Question 2

Question Type: MultipleChoice

Which of the following is NOT an example of how AI can support the Service Desk?

Options:

- A- Faster resolutions
- B- Predictive insights
- C- Continuous learning
- D- Increased manual effort

Answer:

D

Explanation:

Increased manual effort is not an intended benefit of applying AI to the Service Desk. One of the primary reasons organisations introduce AI-enabled capabilities is to reduce repetitive manual work and enable analysts to focus on activities requiring judgement, empathy, complex troubleshooting, or specialist expertise. AI can support faster resolution through intelligent routing, knowledge recommendations, automated summarisation, conversational assistance, and more rapid identification of relevant information. Predictive insights can help identify emerging patterns, recurring incidents, or potential disruptions before they become more significant. Machine-learning capabilities may also improve over time as suitable data and feedback are incorporated, supporting the idea of continuous learning. SDA v9 specifically requires candidates to understand common examples, benefits, and challenges of AI and automation. Reduced workload, greater efficiency, improved consistency, and better customer experience are central objectives of these technologies. AI must still be governed and monitored appropriately, but deliberately increasing avoidable manual workload would contradict its operational purpose. Therefore, D is correct.

Question 3

Question Type: MultipleChoice

Which statement BEST captures the boundary between Experience Management and traditional service performance management?

Options:

- A- Experience Management replaces the need for operational performance reporting
- B- Experience Management focuses on structured improvement of customer experience through ambitions, outcomes, and indicators aligned to business goals, rather than performance metrics alone
- C- Experience Management measures experience independently of organisational objectives
- D- Experience Management applies only after services have been delivered

Answer:

B

Explanation:

Experience Management broadens service management beyond operational metrics by systematically examining the outcomes and experiences created for users, making B the correct answer. Traditional performance management remains necessary for measures such as response time, resolution performance, availability, workload, and SLA compliance. Experience Management adds a different layer: whether users can achieve their objectives efficiently, how much effort they experience, whether communication creates confidence, and whether services support meaningful business outcomes. It therefore does not replace operational reporting, eliminating A. Nor should experience be measured independently of organisational objectives; experience initiatives should contribute to service and business outcomes, making C incorrect. Option D is also wrong because Experience Management can influence service design, journey design, support delivery, measurement, and continual improvement throughout the lifecycle. SDA v9 direction describes the transition toward observable behaviours, measurable experience, evidence-based maturity, and real-world outcomes rather than relying purely on SLA dashboards. Modern experience management moves beyond isolated satisfaction scores toward broader indicators and whole-journey understanding. Consequently, B reflects the intended boundary most accurately.

Question 4

Question Type: MultipleChoice

Which statement BEST captures the intent behind introducing XLAs alongside SLAs?

Options:

- A- To replace all existing performance measures
- B- To prioritise customer feedback over service delivery
- C- To remove accountability for operational performance

D- To extend service measurement beyond speed and performance into how services are experienced by users

Answer:

D

Explanation:

Experience Level Agreements are intended to extend measurement beyond operational performance into the actual experience of the user, so D is correct. SLAs remain important because they establish operational commitments such as response time, resolution time, availability, and related service targets. However, meeting those measures does not automatically mean the customer had a good experience. Users may still encounter excessive effort, confusing communication, loss of productivity, or lack of confidence even where technical targets remain green. XLAs introduce measures that reflect aspects such as sentiment, effort, communication quality, productivity, confidence, and outcome achievement. They therefore complement rather than automatically replace SLAs. SDA v9 experience guidance is explicit that service desks typically require both approaches: SLAs provide operational control and accountability, while XLAs reveal whether that operational performance produced a useful and positive experience. Option A incorrectly assumes XLAs replace all existing measurement. Option B makes customer feedback more important than actual service delivery, while C would undermine accountability. Neither reflects modern experience-led service management. Therefore, D precisely captures why XLAs are introduced alongside SLAs.

Question 5

Question Type: MultipleChoice

Which of the following BEST describes automation?

Options:

- A- The complete replacement of human involvement in service management activities through the use of advanced technologies.
- B- The use of predefined rules to assist staff in completing tasks while requiring manual execution at each step.
- C- The use of technology to perform repetitive or routine tasks with minimal human intervention, improving efficiency and consistency.
- D- The delegation of all decision-making responsibilities to computer systems regardless of task complexity.

Answer:

C

Explanation:

Automation is best described as using technology to carry out repetitive, predictable, or routine activities with minimal human intervention, making C correct. Automation does not require the elimination of humans. Instead, it is normally applied where defined activities can be executed reliably by technology, allowing analysts to devote more attention to complex, judgement-intensive, or customer-sensitive work. Examples in Service Desk environments include ticket routing, notifications, standard request fulfilment, monitoring responses, password-reset workflows, and repetitive administrative tasks. Option A incorrectly equates automation with complete workforce replacement. Option B describes technology-assisted manual work rather than genuine automation because a person must still execute every step. Option D is also incorrect because transferring every decision to technology regardless of risk or complexity would eliminate necessary governance and human oversight. SDA v9 explicitly includes AI and automation, requiring candidates to understand common examples, benefits, and challenges. These technologies are intended to reduce avoidable workload, increase efficiency, and improve consistency rather than indiscriminately eliminate human involvement. Therefore, C is the professionally correct definition.

Question 6

Question Type: MultipleChoice

Which option BEST explains the difference between Customer Experience (CX), Service Level Agreements (SLAs), and Service Quality?

Options:

- A- CX measures technical performance, SLAs describe customer emotions, and Service Quality replaces the need for targets
- B- SLAs define customer experience, CX measures compliance, and Service Quality applies only to internal teams
- C- Service Quality and CX are the same, while SLAs exist only for reporting purposes
- D- CX reflects how customers feel about their interactions before, during, and after support: SLAs define agreed performance targets: Service Quality describes how consistently services are delivered against defined standards

Answer:

D

Explanation:

Option D correctly distinguishes the three concepts. Customer Experience (CX) concerns how customers perceive and feel about their interactions and service journey. It incorporates elements such as effort, confidence, communication, satisfaction, and whether support enabled the desired outcome. An SLA establishes agreed service-performance commitments, commonly including measures such as response time, resolution time, availability, and escalation requirements. Service Quality concerns how effectively and consistently a service is delivered against appropriate expectations, standards, and requirements. These concepts interact but should not be treated as interchangeable. A Service Desk can meet its operational SLA while customers still report a poor experience. SDA v9 experience guidance makes this distinction explicit: SLAs show operational performance, while experience measures reveal whether users found the service effective, supportive, and valuable. Current v9 direction similarly stresses measurable experience and real-world outcomes alongside traditional operational performance. Options A, B, and C incorrectly reverse or collapse these distinctions. Therefore, D is the only accurate statement.

Question 7

Question Type: MultipleChoice

Which is a benefit of having a good ITSM tool?

Options:

- A- Integration with other departments
- B- Automation of all tasks
- C- Personalised knowledge base
- D- Customer reliance on the Service Desk

Answer:

A

Explanation:

Integration with other departments is an important benefit of an effective ITSM tool because service delivery frequently involves multiple technical and business functions rather than the Service Desk operating in isolation. Integrated tooling supports structured assignment, escalation, collaboration, information sharing, status updates, and workflow coordination across resolver groups. It can also connect Service Desk records with monitoring, asset, configuration, knowledge, collaboration, and other operational systems. Strong integration improves collaboration, routing, context, communication, and consistent service management. Option B is unrealistic: a good ITSM platform can automate appropriate repetitive activities, but not all work or decision-making. Option C may be a feature in some environments, but a personalised knowledge base is not the strongest general benefit in this question. Option D is undesirable because good support technology should enable customers and analysts rather than unnecessarily increasing customer dependency on the Service Desk. SDA v9 expects analysts to understand modern Service Desk tools and technologies alongside AI, automation, ITSM practices, remote support, and self-service. Therefore, A is the best answer.

Question 8

Question Type: MultipleChoice

Which of these are the responsibilities of the Service Desk in information security management?

1. Password resets
2. Updating a Service Level Agreement
3. Confirming the identity of customers
4. Issuing official warnings to customers suspected of security breaches

Options:

- A- 1 and 2
- B- 1 and 3
- C- 2 and 3
- D- 2 and 4

Answer:

B

Explanation:

Password resets and confirming customer identity are recognised Service Desk responsibilities within Information Security Management, making statements 1 and 3 correct. Password resets are security-sensitive activities because changing credentials can provide access to organisational systems and data. Consequently, analysts must follow established identity-verification procedures before performing such actions. Confirming that the person requesting access or credential changes is legitimately entitled to them protects against social engineering, impersonation, and unauthorised access. Updating an SLA is not an Information Security Management responsibility performed by an analyst as part of this activity. Likewise, Service Desk Analysts would normally report or escalate suspected security breaches according to policy rather than independently issuing formal disciplinary warnings to customers. SDA v9 explicitly includes Information Security Management among the core ITSM practices analysts must understand. Identity confirmation and password/login resets are established Service Desk security responsibilities. This distinction matters because frontline analysts frequently serve as a control point between customers and protected organisational resources. Therefore, B -- 1 and 3 - is correct.

Question 9

Question Type: MultipleChoice

How does an effective Service Catalogue reduce ambiguity for Service Desk Analysts?

Options:

- A- By providing clear guidance on available services and the correct way to handle them
- B- By allowing analysts to decide how services should be delivered
- C- By removing service definitions to improve flexibility
- D- By focusing only on incident resolution times

Answer:

A

Explanation:

An effective Service Catalogue reduces ambiguity by providing analysts with clear, consistent information about the services available and how those services should be supported or requested. A well-maintained catalogue establishes what the organisation offers, relevant service descriptions, request routes, dependencies, support arrangements, and other information needed to handle customer contacts consistently. This prevents analysts from having to invent service-delivery approaches or interpret unclear service boundaries independently. Option B undermines

consistency because service delivery should follow agreed practices rather than individual analyst preference. Option C would increase ambiguity because removing service definitions leaves analysts and customers without a reliable reference point. Option D is too narrow: a Service Catalogue supports understanding of services and service offerings rather than functioning purely as an Incident Management performance report. SDA v9 requires analysts to understand IT Service Management and the importance of practices, processes, procedures, and accurate documentation. A service catalogue provides consistent service information to the relevant audience and therefore directly reduces uncertainty.

Question 10

Question Type: MultipleChoice

Which of the following is a barrier to effective communication?

Options:

- A- Unconscious bias
- B- Attempting to resolve an issue using remote support tools
- C- Speaking clearly and concisely
- D- Avoiding the use of slang

Answer:

A

Explanation:

Unconscious bias can create a significant barrier to effective communication because it can influence how an analyst interprets another person's behaviour, competence, communication style, or needs without the analyst being consciously aware of that influence. Assumptions based on accent, age, role, culture, technical ability, or other characteristics can cause an analyst to listen selectively, make premature conclusions, or communicate differently with particular customers. The other options support, or can support, effective service delivery. Remote-support tools provide a legitimate support method when used appropriately. Speaking clearly and concisely improves comprehension, while avoiding slang reduces ambiguity and makes communication more accessible across different cultures and customer groups. The SDA v9 course places communication alongside cultural awareness and professional relationship management. Analysts should understand cultural awareness from a global perspective and develop effective verbal, non-verbal, formal, and informal communication skills. These competencies require analysts to recognise factors that interfere with objective, respectful

communication. Therefore, A is the only option that represents an actual communication barrier.

Question 11

Question Type: MultipleChoice

How do SLAs support effective Incident Management?

Options:

- A- By defining clear response and resolution targets that guide incident handling priorities
- B- By resolving incidents automatically
- C- By removing the need for escalation
- D- By focusing only on post-incident reporting

Answer:

A

Explanation:

Service Level Agreements support Incident Management by defining agreed service-performance expectations, including relevant response and resolution targets. These targets help analysts understand required timescales, monitor progress, identify potential breaches, and apply appropriate escalation when necessary. An SLA does not automatically resolve incidents, so B is incorrect. It also does not eliminate escalation; service-level thresholds can actually help determine when escalation is required. Option D is incorrect because SLAs are used throughout service delivery rather than only for retrospective reporting. Effective Incident Management requires balancing technical restoration with agreed business requirements. Service targets provide a framework for managing those expectations consistently. They also make performance measurable and help the Service Desk communicate realistic commitments to customers. SDA v9 covers Incident Management, quality assurance, metrics, support practices, and service-level concepts, requiring analysts to understand how agreed targets influence operational handling. Therefore, defining clear targets that guide and govern incident handling is the most appropriate answer.

Question 12

Question Type: MultipleChoice

A cause, or potential cause of one or more incidents, is also known as what?

Options:

- A- A known error
- B- An incident
- C- A problem
- D- An asset

Answer:

C

Explanation:

A problem is a cause, or potential cause, of one or more incidents. Therefore, C is correct. Incident Management and Problem Management have different purposes. An incident is an unplanned interruption to a service or reduction in service quality that requires restoration. Problem Management addresses underlying causes and potential causes of incidents so that their likelihood or impact can be reduced. A known error is a problem that has been analysed sufficiently for relevant information---such as a cause or workaround---to be documented and managed. It is therefore not synonymous with every problem. An asset is any resource or capability that contributes value to products or services and is unrelated to this definition. SDA v9 includes Problem Management as one of the core ITSM practices an analyst must understand. The distinction is important because analysts should not confuse restoration of an individual incident with investigation of its underlying cause. Problem Management reduces the likelihood and impact of incidents by identifying actual and potential causes and managing workarounds and known errors.

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