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Question 1

Question Type: MultipleChoice

Which of these options best describes the primary purpose of Knowledge Management?

Options:

- A- It improves efficiency by reducing the need to rediscover knowledge
- B- It ensures that there is a large volume of technical information available
- C- It ensures that Incident records contain meaningful resolution information
- D- It provides workaround solutions for routine Incidents

Answer:

A

Question 2

Question Type: MultipleChoice

Which option is a key responsibility of the Service Desk as part of the Change Management Process?

Options:

- A-** To monitor the most common Requests for Change originating from users
- B-** To monitor the most common Requests for Change originating from Problem Management
- C-** To monitor all Requests for Change irrespective of their origin
- D-** To monitor the Change Schedule for possible causes of Incidents or Problems

Answer:

D

Question 3

Question Type: MultipleChoice

Which activity is part of Change Management?

Options:

- A- Trend Analysis
- B- Approval and scheduling
- C- User acceptance testing
- D- Business analysis

Answer:

B

Question 4

Question Type: MultipleChoice

Which option best describes the primary objective of Change Management?

Options:

- A- To enable beneficial Changes to be made whilst controlling IT costs
- B- To authorise and control Changes to IT service whilst minimising the volume of Change
- C- To enable beneficial Changes to be made with minimum disruption to IT services
- D- To authorise and control urgent Changes to IT services

Answer:

C

Question 5

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

D

Question 6

Question Type: MultipleChoice

Which of these options forms part of the Problem Management process?

Options:

- A- A CAB meeting
- B- Trend analysis
- C- A Major Incident review
- D- Functional Escalation

Answer:

B

Question 7

Question Type: MultipleChoice

Which of these statements about Problem Management is INCORRECT?

Options:

- 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

Answer:

B

Question 8

Question Type: MultipleChoice

What is the best definition of a Problem?

Options:

- A- A cause of one or more Incidents
- B- Another word for an Incident
- C- A Major Incident
- D- Something that causes management concern

Answer:

A

Question 9

Question Type: MultipleChoice

Which of these options best describes Problem Management?

Options:

- A- A process to avoid Incidents being logged
- B- A process to reduce the impact of preventable Incidents
- C- A process to increase the capability of Incident Management
- D- A process to prevent Incidents from occurring

Answer:

D

Question 10

Question Type: MultipleChoice

An Incident assigned to you requires a number of diagnostic procedures to be carried out over an extended period of time; when should you provide the user with a status update?

Options:

- A- When any new information becomes available
- B- Every hour, regardless of status
- C- At appropriate intervals as agreed with the user
- D- As soon as a final diagnosis has been made

Answer:

C

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