SDI SDC SD0-101 Practice Questions

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Question 1

Question Type: MultipleChoice

Which of these options is a typical example of a wireless device?

Options:

A- A desktop printer
B- A Blackberry or PDA
C- An email server
D- A telephone headset

Answer:

B

Question 2

Question Type: MultipleChoice

Which these options would NOT be a responsibility of the Service Desk?

Options:

A- Representing the IT organisation
B- Delivering first time fixes
C- Operating as a communications channel
D- Providing a reliable IT infrastructure

Answer:

D

Question 3

Question Type: MultipleChoice

Which option is a benefit of using self-help?

Options:

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

Answer:

A

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Question 4

Question Type: MultipleChoice

Which option best describes a key component of an effective IT Service Continuity Management plan?

Options:

A- How to manage multiple points of concern
B- Information Technologys decisions concerning which users are most important
C- Single point of failure identification and elimination
D- Identification of possible venues for the Service Desk

Answer:

C

P2P exams

Question 5

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 6

Question Type: MultipleChoice

Which statement best describes methods by which customer satisfaction surveys are distributed?

Options:

A- By informal chats, during appraisals and at the annual company meeting
B- At management meetings, teambuilding events and team meetings
C- By email, by telephone and at face-to-face interviews
D- At department meetings, by anonymous mail-drops and by courier

Answer:

C

Question 7

Question Type: MultipleChoice

Which option is NOT a characteristic of a successful team?

Options:

A- Trust is encouraged amongst team members
B- Support from senior management is received
C- League tables are published
D- Participation in the decision-making process is encouraged

Answer:

C

Question 8

Question Type: MultipleChoice

Which option best describes call differentiating?

Options:

A- Understanding that 75% of customer satisfaction is derived from psychological needs being met and 25% of business needs being met
B- Understanding that 75% of customer satisfaction is derived from business needs being met and 25% from psychological needs being met
C- Understanding that 65% of customer satisfaction is derived from speedy resolution and 35% from regular status updates
D- Understanding that 90% of customer satisfaction is derived from psychological needs being met and 10% from business needs being met

Answer:

A

Question 9

Question Type: MultipleChoice

Which option best describes the benefits of professionally managing a call?

Options:

A- It optimises talk time and reduces the volume of calls handled
B- It increases the problem resolution rate and the level of customer satisfaction
C- It increases the average call duration and establishes credibility for the Service Desk
D- It increases the confidence of the SDA and the level of customer satisfaction

Answer:

D

Question 10

Question Type: MultipleChoice

Which of the options best describes primary components of a desktop or laptop system

Options:

A- A processor (CPU), memory, a modem and a hard drive
B- An external hard drive, a keyboard and a mouse
C- An operating system, application software and memory
D- A keyboard, memory and email software

Answer:

C

Question 11

Question Type: MultipleChoice

Which option best describes the main 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

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