

Vendor: Service Desk Institute(SDI)

Exam Code: SD0-401

Exam Name: Service Desk Foundation Qualification

Version: DEMO

QUESTION 1
What is the key outcome of keeping commitments to users, team members and organizations?

A. It boosts credibility, trust and customer satisfaction
B. It boosts the teams importance and status
C. It enhances the problem-solving capability of the team
D. It demonstrates dedication to continued service improvement

Answer: A

QUESTION 2
Which of these options is NOT an element of successful project management?

A. Managing costs
B. Ensuring a continual improvement focus
C. Developing technical solutions
D. Defining project objectives

Answer: C

QUESTION 3
Which of these options is the best way in which you can use formal or informal networks to help develop your ideas?

A. Recommend holding off-site meetings in a local pub
B. Develop scenarios that will demonstrate how your suggestions and plans will raise everyone's profiles
C. Hold meetings with stakeholders to obtain their support for your proposals
D. Hold meetings with your team to discuss aspects of your proposals

Answer: C

QUESTION 4
You are trying to promote the Service Desk through a variety of recognized and effective channels.
Which of these statements best describes a channel to use?

A. Articles in the local newspaper and Have a Go days
B. Open house days and distributing Service Desk fliers
C. Distributing free pens and Service Desk induction training
D. Induction training and team-building away days

Answer: B

QUESTION 5
Which of the following statements about Problem Management is correct?

A. The Service Desk is not responsible for Problem Management but contributes by identifying recurring Incidents

B. The Service Desk is not responsible for Problem Management but manages Major Incident reviews
C. The Service Desk is responsible for Problem Management and may be required to work with technical teams to diagnose Problems
D. The Service Desk is responsible for Problem Management and uses known errors to aid fast resolution

Answer: A

QUESTION 6
Which of these options is a primary objective of the Service Asset and Configuration Management process?

A. To record the ownership of every item of hardware and software in the asset base
B. To ensure that IT services, assets, resources and processes are properly managed and maintained
C. To clearly identify the business dependencies of each inventory item
D. To map assets into a clear network infrastructure diagram

Answer: B

QUESTION 7
Which of the following is a key objective of the IT Service Continuity Management (ITSCM) process?

A. To eliminate single points of contact for services
B. To eliminate single points of failure for services
C. To remove critical resources for services
D. To remove long term workarounds for services

Answer: B

QUESTION 8
Which of these options would be a typical feature of an On-going survey?

A. It is carried out on a six monthly cycle
B. It is executed as soon as possible after a call is closed
C. It is conducted with a minimum of 10 questions to be comprehensive
D. It is designed to show longer term trends in customer satisfaction

Answer: B

QUESTION 9
Which of these options best describes the value of adopting a resource-planning model?

A. It helps even out the handling of calls across the day or shift
B. It quantifies the staffing required to meet SLA and business needs
C. It provides a sound recruitment base for consistent staffing
D. It boosts staff retention

Answer: B

QUESTION 10
What is the value of telephone support in a Service Desk?

A. First contact resolution
B. Increased turnaround times
C. Reduced abandon rate
D. Skills-based routing

Answer: A

QUESTION 11
Performing a skills gap analysis and identifying appropriate salary levels are preparatory requirements for what?

A. Service Desk recruitment
B. Service Catalogue definition
C. Service Level Agreement negotiation
D. Skills Matrix creation

Answer: A

QUESTION 12
Which of these options would be a management activity in directing, controlling and co-ordinating activities?

A. Providing guidance to staff when needed
B. Providing an efficient ergonomic office environment
C. Developing and documenting staff management procedures
D. Developing and implementing an effective IT platform

Answer: A

QUESTION 13
Which of these options is NOT likely to be a role of the Service Desk?

A. To balance support expenses to keep IT support performing at the optimum levels of quality and cost effectiveness
B. To integrate support goals with business goals
C. To provide individual and personal IT support to each business user
D. To report on service breaches and their reasons

Answer: C

QUESTION 14
You are explaining the role of the Service Desk to your new analysts. Which of these options best

describes one of the key requirements?

A. The Service Desks role is to provide a high-quality service promptly and consistently
B. The Service Desks role is to resolve users Problems and record all Change Requests
C. The Service Desks role is to initiate other support teams into the Standard Operating Procedures of the Service Desk
D. The Service Desks role is to act as a single point of contact for all organizational enquiries

Answer: A

QUESTION 15
Which of these options is NOT a responsibility of the Service Desk?

A. Developing and implementing Service Desk goals that integrate with business objectives
B. Representing the IT organization to its users
C. Maintaining the highest level of productive IT time for users in accordance with the SLA
D. Providing the user with root cause analysis for Incidents resolved at first level

Answer: D

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