Vendor: Service Desk Institute(SDI)

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Exam Name: Service Desk Analyst Qualification

Version: DEMO

QUESTION 1
Your manager has told you that the Service Desk team must provide excellent customer service at all times. As an SDA, what is the most important thing you must do to ensure that this happens?

A. Always show plenty of sympathy to the users
B. Always follow the procedures you understand best
C. Always reprimand colleagues who fail to deliver service excellence
D. Always listen to what users tell you

Answer: D

QUESTION 2
Some things can get in the way of good communication which of these options has the biggest impact on a Service Desk?

A. Noise and general chatter
B. Inappropriate SLAs in place
C. An unreliable IT infrastructure
D. The users status in the organisation

Answer: A

QUESTION 3
Which option is the best example of a closed question?

A. What are the symptoms of your Incident?
B. Tell me what you were doing immediately prior to the Incident?
C. What version of the software do you have?
D. How can I be of help?

Answer: C

QUESTION 4
What is the best type of questioning to use to disengage a caller whilst ensuring a professional approach to call management?

A. Reflective questions
B. Rapid questions
C. Open questions
D. Closed questions

Answer: D

QUESTION 5
Which of these options is NOT part of the correct procedure for putting a user on hold?

A. Asking the user for permission to remotely access their system
B. Communicating a valid reason for putting the user on hold

C. Giving the user a reasonable time frame
D. Regularly updating the user about the wait-time

Answer: A

QUESTION 6
Your organisation has recently implemented SLAs and OLAs. A new starter on your team has confided in you that they dont really understand what an OLA is; how would you explain it to him/her?

A. It is a legally enforceable contract between a user and a supplier to ensure user satisfaction with services offered
B. It is an ad-hoc arrangement between internal support teams that is helpful to the support of a contract
C. It is an agreement between internal support teams that defines the support necessary to meet delivery of IT Services
D. It is a methodology used to measure compliance to standards of behaviour

Answer: C

QUESTION 7
Which option is a benefit of using Knowledge Management in a Service Desk?

A. This ensures that all staff will log Incidents uniformly
B. It removes the need for training of Service Desk staff
C. It reduces the Incident talk time for users
D. It reduces the overall cost of support

Answer: D

QUESTION 8
In order to measure its efficiency, a Service Desk routinely measures First Contact Resolution performance; what else might this data be used for?

A. To measure the effectiveness of the escalation procedure
B. To indicate levels of customer satisfaction
C. To measure how long users wait to speak to an SDA
D. To evaluate and adjust staffing levels

Answer: B

QUESTION 9
Which option best describes one of the roles of an SDA?

A. Managing users expectations
B. Delivering problem support
C. Negotiating SLAs with customers
D. Achieving reporting targets

Answer: A

QUESTION 10
Consider your responsibilities as an SDA: which of these options best describes one of your principal responsibilities?

A. To provide easily understood and accurate answers to users questions
B. To provide technically detailed answers to users questions
C. To provide users with information about the workings of the Service Desk
D. To provide recommendations about technical courses to users

Answer: A

QUESTION 11
A primary responsibility of the Service Desk is to

A. Manage Major Incidents
B. Act as the resolver for all users Incidents and Service Requests
C. Resolve Problems
D. Acknowledge and record all Incidents and Service Requests

Answer: D

QUESTION 12
Which these options would NOT be a responsibility of the Service Desk?

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 13
What should an SDA reasonably expect of users when they contact the service desk for assistance?

A. To provide valuable information regarding their opinion of the Service Desk
B. To provide valuable information regarding their view of the SLA
C. To provide an opportunity to receive feedback regarding their technical ability
D. To provide the relevant information needed to resolve their incident

Answer: D

QUESTION 14
Which of the options best describes a key responsibility of a Service Desk Manager?

A. To deliver ad-hoc levels of service quality from the Service Desk

B. To promote the Service Desk to the organisation and users
C. To manage Incidents and Major Incidents
D. To develop and manage the Problem Management team

Answer: B

QUESTION 15
If you are asked to name a Service Desk best practice, which option would be relevant?

A. SAP
B. KCS
C. Problem Management
D. itSMF

Answer: B

QUESTION 16
Your organisation documents company policies to which it expects all employees to adhere. What is the most important reason for SDAs to ensure they work within these policies?

A. Company policies support consistent behaviour
B. Company policies emphasise deviations from acceptable behaviour
C. Company policies meet their managers criteria for success
D. Company policies support creative approaches for SDA activities

Answer: A

QUESTION 17
Where would you find clear definitions of boundaries and procedures for dealing with inappropriate behaviour?

A. Company policy documents
B. Incident Management documents
C. Service Desk procedure documents
D. Service Level Agreement documents

Answer: A

QUESTION 18
A new trainee is being inducted into the Service Desk and s/he questions why there are procedures and the need for documentation. What should you tell him/her to justify the need for consistent procedures and processes?

A. Clear procedures mean that everything is done uniformly to eliminate errors
B. Clear procedures mean that customers receive consistent service
C. SLAs and procedures ensure that staff will not be criticised if targets are not met
D. Consistent procedures mean that SLAs and OLAs will always be met

Answer: B

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