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Service Desk Analyst (SDA)

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Question: 1

Which of the following best describes the role of a Service Desk Analyst?

- A. Managing network infrastructure
- B. Writing software code
- C. Providing technical support to end users
- D. Analyzing financial data

Answer: C

Question: 2

What is the primary goal of an Incident Management process?

- A. Restoring service as quickly as possible
- B. Analyzing root causes of incidents
- C. Identifying potential problems
- D. Implementing software updates

Answer: A

Question: 3

Which of the following is NOT a recommended communication skill for a Service Desk Analyst?

- A. Active listening
- B. Empathy
- C. Interrupting the customer
- D. Clear and concise communication

Answer: C

Question: 4

What is the purpose of a Service Level Agreement (SLA)?

- A. Defining the roles and responsibilities of a Service Desk Analyst
- B. Documenting the agreed-upon level of service between IT and the business
- C. Providing step-by-step instructions for resolving incidents
- D. Identifying potential risks and threats

Answer: B

Question: 5

Which of the following is a key component of a Configuration Management Database (CMDB)?

- A. Incident records
- B. User account information
- C. Hardware inventory
- D. Software development plans

Answer: C

Question: 6

What is the first step in the Problem Management process?

- A. Identifying the root cause of a problem
- B. Implementing a temporary workaround
- C. Assigning a priority to the problem
- D. Logging the problem in the system

Answer: D

Question: 7

Which of the following is an example of a self-service support option?

- A. Phone support
- B. On-site technician visit

- C. Knowledge base articles
- D. Remote desktop assistance

Answer: C

Question: 8

What is the purpose of a Change Advisory Board (CAB)?

- A. Approving all changes before they are implemented
- B. Managing the Service Desk staff schedule
- C. Investigating security incidents
- D. Reviewing and assessing proposed changes

Answer: D

Question: 9

Which of the following is NOT a recommended method for managing customer expectations?

- A. Providing accurate and realistic timeframes
- B. Setting unrealistic goals to exceed expectations
- C. Communicating potential delays in advance
- D. Setting clear and achievable service level targets

Answer: B

Question: 10

What is the purpose of a Service Request Management process?

- A. Managing customer complaints
- B. Resolving incidents
- C. Fulfilling user requests for service
- D. Conducting system audits

Answer: C

Question: 11

Which of the following is a characteristic of a well-defined Service Level Agreement (SLA)?

- A. Vague and ambiguous language
- B. Lack of measurable targets
- C. Specific and measurable targets
- D. Subject to change without notice

Answer: C

Question: 12

What is the primary focus of Problem Management?

- A. Preventing incidents from occurring
- B. Resolving incidents quickly
- C. Documenting known errors and workarounds
- D. Investigating security breaches

Answer: A

Question: 13

Which of the following is a best practice for effective ticket handling?

- A. Delaying ticket updates to maintain a backlog
- B. Closing tickets without resolution to meet targets
- C. Assigning tickets to the appropriate support group
- D. Avoiding communication with end users

Answer: C

Question: 14

What is the purpose of a Known Error Database (KEDB)?

- A. Tracking the status of open incidents
- B. Identifying potential problems
- C. Documenting solutions for recurring incidents
- D. Performing routine system backups

Answer: C

Question: 15

Which of the following is an example of a proactive approach to problem management?

- A. Waiting for incidents to occur before taking action
- B. Reacting to incidents without analyzing root causes
- C. Conducting regular trend analysis to identify underlying issues
- D. Ignoring potential risks and threats

Answer: C

Question: 16

What is the purpose of a Service Desk's role in Change Management?

- A. Approving all changes before implementation
- B. Analyzing the financial impact of changes
- C. Communicating changes to end users
- D. Performing software testing

Answer: C

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