



Vendor: ASQ

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QUESTION 1

With which of the following processes is Problem Management least likely to interface on a regular basis?

- A. IT Financial Management
- B. Change Management
- C. Incident Management
- D. Availability Management

Answer: A

QUESTION 2

Which of the following places Problem Management activities in the correct order:

- A. Identify and record, classify, investigate and diagnose, raise an RFC, review the change
- B. Investigate and diagnose, raise an RFC, classify, identify and record
- C. Identify and record, investigate and diagnose, raise an RFC, classify, review the change
- D. Review a change, classify, identify and record, investigate and diagnose, raise another RFC

Answer: A

QUESTION 3

Which of the following activities may, exceptionally, be omitted for an urgent change?

1. Recording that the change has been made
2. Testing the change
3. Holding a CAB meeting
4. Establishing a back-out plan

- A. All of them
- B. 2 and 4
- C. 2 and 3
- D. 3 and 4

Answer: C

QUESTION 4

Why is Service Management so important to IT service providers?

- A. The success of many businesses depends upon the quality of their IT
- B. It's the only way to manage IT in the Internet age
- C. It's contained within the IT Infrastructure Library
- D. It's the first non-proprietary initiative for the management of IT systems

Answer: A

QUESTION 5

Which of the following is NOT the responsibility of the Release Management process?

- A. The physical aspects of software control

- B. Ensuring that the accuracy of CMDB entries concerning software CIs is maintained
- C. Helping to determine the software release policy
- D. Distributing software

Answer: B

QUESTION 6

A service-based (rather than a customer-based) SLA:

- A. Covers all services for a particular customer
- B. Covers a set of similar services, for a single customer
- C. Covers all services
- D. Covers a single service, for all of the customers of that service

Answer: D

QUESTION 7

Possible problems with Change Management include:

- A. Greater ability to absorb a large volume of change
- B. Increased visibility and communication of changes
- C. Lack of ownership of impacted services
- D. Better alignment of IT services to actual business needs

Answer: C

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