DUMPSⓍARENA

Certified Quality Improvement Associate

QUESTION NO: 1

Typically, the decision on what should be the lowest level of CI recorded is influenced mostly by:

A. The reliability of the CIs

B. The level at which components will be independently changed

C. The suitability of the available software to hold the information

D. The availability of spares for CIs

ANSWER: B

QUESTION NO: 2

At what point should capacity requirements of a proposed system be first considered?

A. Leave it until the system is implemented and see if the system works O.K.

B. As early as possible

C. When the Development Manager has completed testing and passes the system to Operations for operational testing

D. Just before the system goes live

ANSWER: B

QUESTION NO: 3

Which of the following is least likely to be a direct benefit of implementing a formal Incident Management process?

A. Improved user satisfaction

B. Incident volume reduction

C. Elimination of lost incidents

D. Less disruption to both IT support staff and users

ANSWER: B

QUESTION NO: 4

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 NO: 5

Which of the following is NOT an element of Availability Management?

A. Verification

B. Security

C. Reliability

D. Maintainability

ANSWER: A

QUESTION NO: 6

Which of the following statements is FALSE?

A. If the root cause and a temporary work-around have been identified for a problem it becomes a known error

B. All known errors need to be resolved to user satisfaction

C. A known error can be kept open when a work-around is being used

D. Incidents are not the only source of known errors

ANSWER: B

QUESTION NO: 7

Why is there sometimes conflict between the goals of Incident Management and those of Problem Management?

A. Because specialist support staff do not properly document the work-arounds they identify which consequently prevents the 1st line support staff from applying them the next time the incident occurs

B. Because Problem Management is often carried out by technical staff who also have operations responsibilities and who cannot allocate enough resources to problem solving

C. Because Problem Management is focusing on identifying permanent solutions and therefore the speed with which these solutions are found is of secondary importance

D. Because Problem Management staff rarely give feedback spontaneously, forcing the 1st line support staff to chase them

ANSWER: C

QUESTION NO: 8

Which of the following statements is TRUE?

A. Physical copies of all CIs are stored in the DSL

B. Release Management is responsible for managing the organization's rights and obligations regarding software

C. The DSL contains source code only

D. A change may only be developed from non-definitive versions of software in the case of an urgent release

ANSWER: B

QUESTION NO: 9

As part of your IT Continuity Planning you have been asked to undertake a comprehensive Risk Analysis. Which of the following is most likely to be of use to you in drawing up your plan?

A. The Forward Schedule of Change, produced by Change Management

B. A Service Catalogue plus an understanding of the business criticality of each of the services

C. A list of Services and Operational Level Agreements

D. A report produced by Incident Management detailing the incidents affecting IT Services over the last month

ANSWER: B

QUESTION NO: 10

Which one of the following is NOT the responsibility of a Service Level Manager?

A. Analyzing and reviewing agreed service levels

B. Maintaining the service catalogue

C. Negotiating requests for service

D. Assessing the full impact of proposed changes to services

ANSWER: D