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Quality-Assurance

CQIA

Certified Quality Improvement Associate

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Answer: C

QUESTION: 36
For an organisation implementing the ITIL IT Service Management processes which of the following statements is most accurate?

A. The full benefits will only be realised if all IT staff are fully qualified in IT Service Management.
B. The full benefits will only be realised if Incident & Problem Management processes are implemented first.
C. The full benefits will only be realised if the business requirements are first ascertained and then the processes are implemented in an integrated way.
D. The full benefits will only be realised if regular reviews are undertaken with customers.

Answer: C

QUESTION: 37
Which of the following would NOT be a performance measurement for the Service Level Management function?

A. What percentage of services are covered by SLAs?
B. Are service review meetings held on time and correctly minuted?
C. Are customer perceptions of service improving?
D. How many services are included within the CMDB?

Answer: D

QUESTION: 38
Which of the following is NOT an element of Availability Management?

A. Verification
B. Security
C. Reliability
D. Maintainability

Answer: A

QUESTION: 39
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 organisation'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: 40
Which of the following metrics would you most associate with the Service Desk?

A. The number of high priority incidents occurring
B. The support team which resolves the greatest number of problems
C. The number of problems solved in a day
D. The mean time between failure

Answer: A

QUESTION: 41
Potential benefits from managing IT Service Continuity are:
1. Lower insurance premiums
2. Fulfilment of mandatory or regulatory requirements
3. Reduced business disruption in the event of a disaster
4. Better management of risk and the consequent reduction of the impact of failure

A. 2 and 4
B. 2, 3 and 4
C. All of them
D. 1, 2 and 4

Answer: C

SAMPLE QUESTIONS