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**Shared by Bennett on 24-05-2024**

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## Question 1

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**Question Type:** MultipleChoice

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From a well-informed User's perspective, which of the following is a likely sequence in the management of a service failure?

### Options:

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- A- Incident Management, Problem Management, Release Management, Change Management
- B- Incident Management, Problem Management, Change Management, Release Management
- C- Change Management, Incident Management, Problem Management, Release Management
- D- Incident Management, Change Management, Release Management, Problem Management

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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In Availability Management, Confidentiality and Integrity are elements of:

**Options:**

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A- Reliability

B- Serviceability

C- Security

D- Maintainability

**Answer:**

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C

## Question 3

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**Question Type: MultipleChoice**

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Which of the following statements is INCORRECT?

**Options:**

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- A- Urgent and non-urgent changes follow the same Change Management process
- B- High risk, urgent changes should be considered by the CAB Emergency Committee
- C- Urgent changes need not necessarily be reviewed, unless there is time to do so
- D- The justification for urgent changes should always be based on sound business reasons

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Analysing 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:**

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D

## Question 5

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**Question Type:** MultipleChoice

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

**Options:**

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- 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:**

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C

## Question 6

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**Question Type: MultipleChoice**

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Who must always authorise a Request for Change before the change is built and tested?

**Options:**

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**A-** The Configuration Manager

**B-** The Change Initiator

**C-** The Change Manager

**D-** Release Management

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Which of these is/are TRUE?

1. Functional escalation is an essential part of the Incident Management process
2. All calls to the Service Desk should be treated as incidents
3. Service Requests can be handled by Service Desk Staff

**Options:**

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**A-** 1 and 3

**B-** All three of them

**C-** Only 1

**D-** 1 and 2

**Answer:**

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A

## Question 8

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**Question Type: MultipleChoice**

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Possible problems with Change Management include:

**Options:**

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- 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:**

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C



## Question 9

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**Question Type:** MultipleChoice

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

### Options:

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- 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:

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D

## Question 10

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**Question Type:** MultipleChoice

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

**Options:**

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- 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:**

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B

## Question 11

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**Question Type: MultipleChoice**

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Why is Service Management so important to IT service providers?

### Options:

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- 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:

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A

## Question 12

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### Question Type: MultipleChoice

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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

**Options:**

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**A-** All of them

**B-** 2 and 4

**C-** 2 and 3

**D-** 3 and 4

**Answer:**

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C

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