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QUESTION NO: 1

For an organization implementing the ITIL IT Service Management processes which of the following statements is most accurate?

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

ANSWER: C**QUESTION NO: 2**

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
- A. 1 and 3
 - B. All three of them
 - C. Only
 - D. 1 and

ANSWER: A**QUESTION NO: 3**

The CMDB:

- A. Must be available for update 7 x 24 if any of the services supported by the IT supplier are available 7 x 24
- B. Is updated by Configuration Management staff at the end of each working day
- C. Holds information that will be useful to the majority of IT Service Management processes

D. Must be verified for accuracy monthly with trend reports on errors distributed to management quarterly

ANSWER: C

QUESTION NO: 4

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: 5

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 NO: 6

During the release planning stage, you identify that the changes you are about to make to a service will necessitate changes in related software systems. Once all the changes have been fully tested, which type of release will be used to deliver them into the live environment?

- A. Full Release
- B. Package Release
- C. Emergency
- D. Delta Release

ANSWER: B

QUESTION NO: 7

Which of the following terms or phrases are associated with resilience?

1. Redundancy
 2. Fault tolerance
 3. On-site spares
 4. Duplexing
- A.** 2, 3 and 4
- B.** All of them
- C.** 1 and 4
- D.** 1, 2 and 4

ANSWER: D

QUESTION NO: 8

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

QUESTION NO: 9

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 NO: 10

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

- 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: B