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Exam : **CQIA**

Title : Certified Quality Improvement Associate

Version : DEMO

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

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

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

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

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