

## **ASQ**

#### **CQIA Exam**

#### **Quality Improvement Associate Certification**

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Question: 1	
With which of the following processes is Problem Management least libasis?	ikely to interface on a regular
<ul><li>A. IT Financial Management</li><li>B. Change Management</li><li>C. Incident Management</li><li>D. Availability Management</li></ul>	
	Answer: A
Question: 2	
Which of the following places Problem Management activities in the co	rrect 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
Question: 3	
Which of the following activities may, exceptionally, be omitted for an urange of the change has been made 2. Testing the change 3. Holding a CAB meeting 4. Establishing a back-out plan	rgent change?
A. All of them B. 2 and 4	
C. 2 and 3	
D. 3 and 4	
	Answer: C
Question: 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 syste	ems
	Answer: A
Question: 5	
Which of the following is NOT the responsibility of the Release Manage	ement process?
A. The physical aspects of software control B. Ensuring that the accuracy of CMDB entries concerning software CIs C. Helping to determine the software release policy D. Distributing software	is maintained
	Answer: B

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