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## CQIA Exam

Quality Improvement Associate Certification

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Questions  
& Answers

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**Question: 1**

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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

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**Answer: A**

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**Question: 2**

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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

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**Answer: A**

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**Question: 3**

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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

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

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**Answer: C**

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**Question: 4**

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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

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**Answer: A**

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**Question: 5**

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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

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**Answer: B**

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